UNITED STATES ARMY CONTRACTING COMMAND, EUROPE

GOVERNMENT PURCHASE CARD (GPC)PROGRAM

CUSTOMER AUTOMATION & REPORTING ENVIRONMENT (C.A.R.E.) TRAINING

ADP REQUIREMENTS

VERY IMPORTANT!!!

PC Pentium 120 MHz or higher

32 MB memory 64 MB recommended to run reports
Windows 95, 98, 2000, NT4.0 or higher

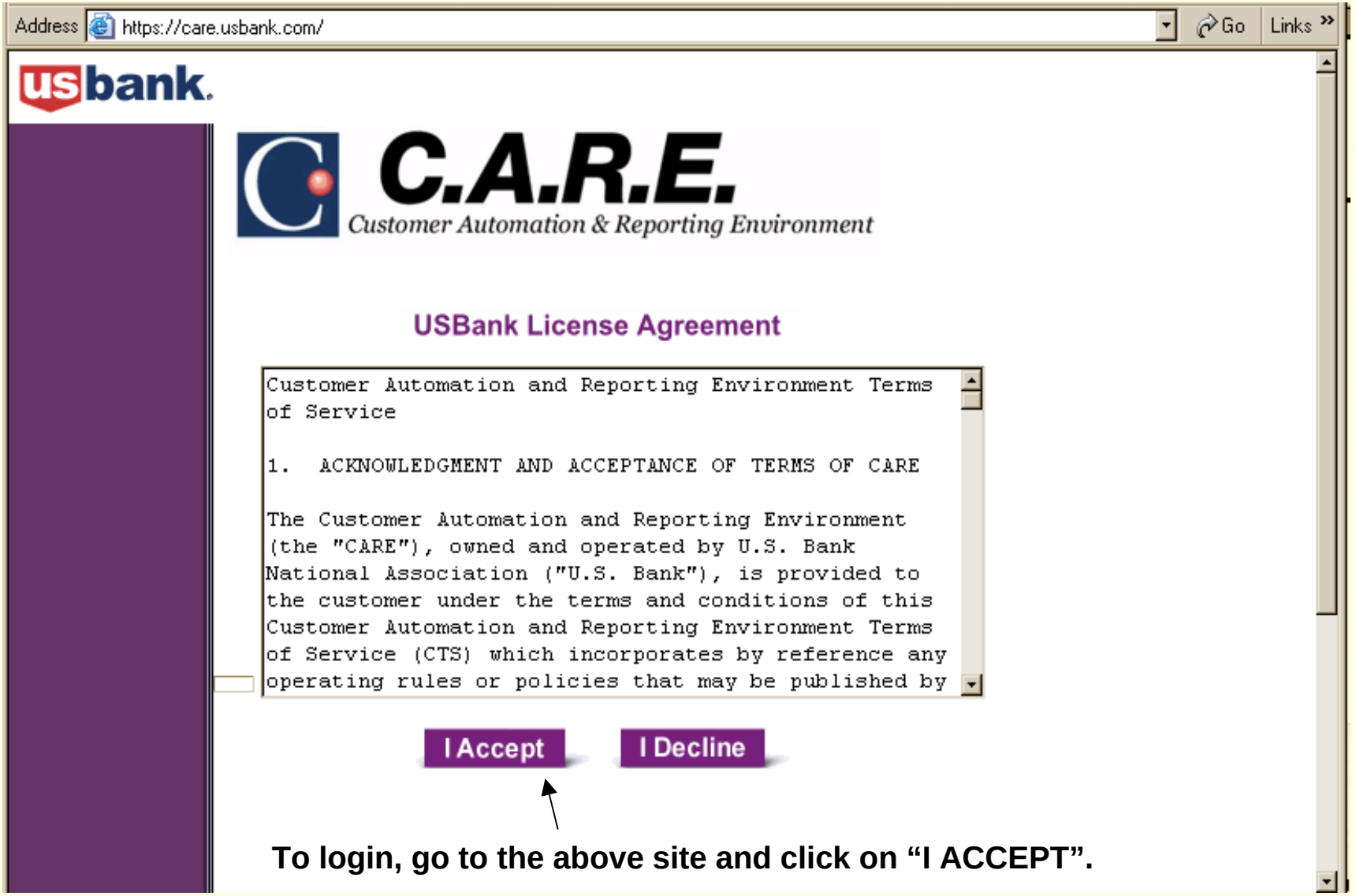
Browser with 128 bit encryption required
- **Internet Explorer 4.01**
- **Netscape Communicator 4.50 or higher**

33.6 Modem or higher or a LAN connection

IMO Support – Down Load JAVA Applets

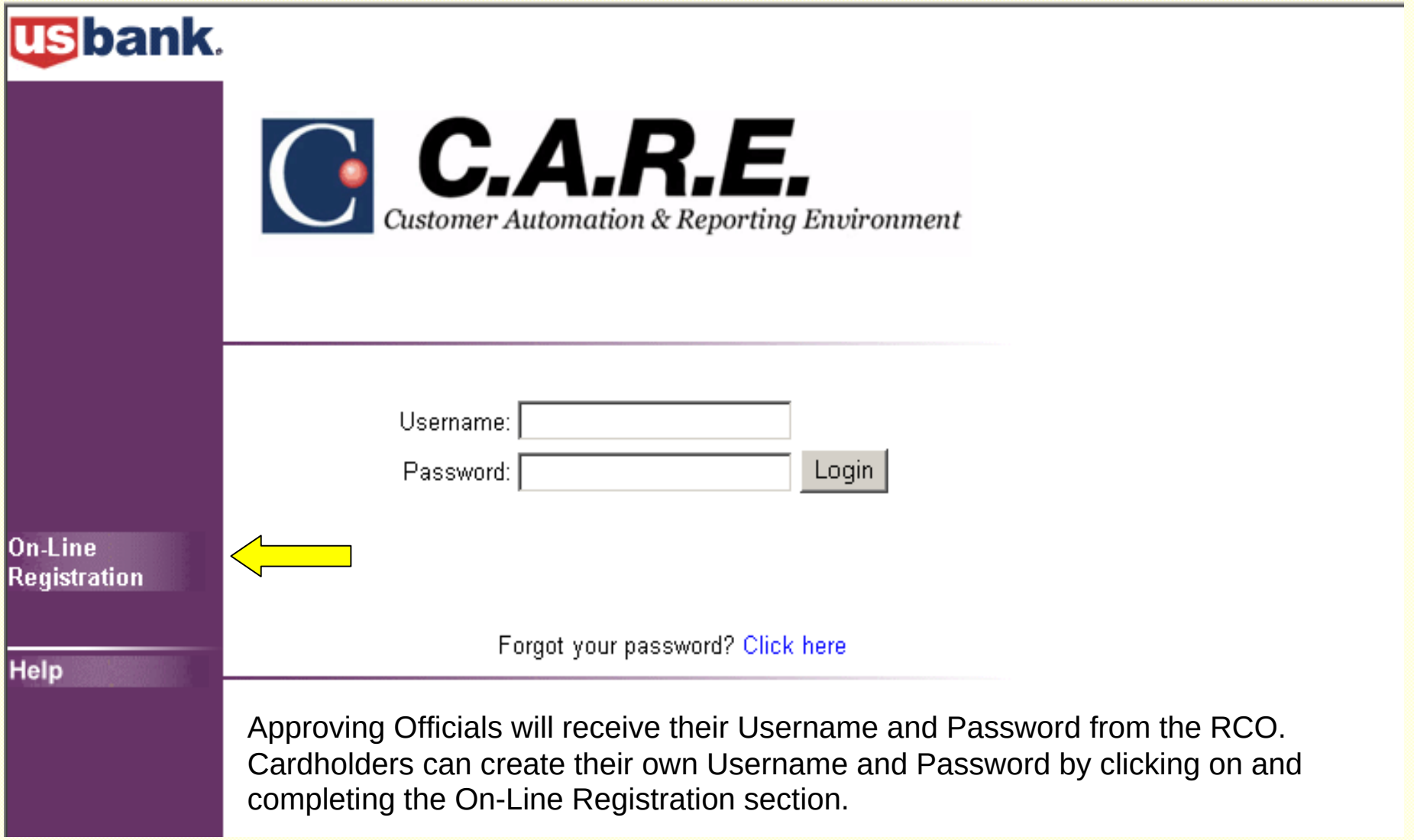
C.A.R.E. TRAINING

HTTPS://CARE.USBANK.COM



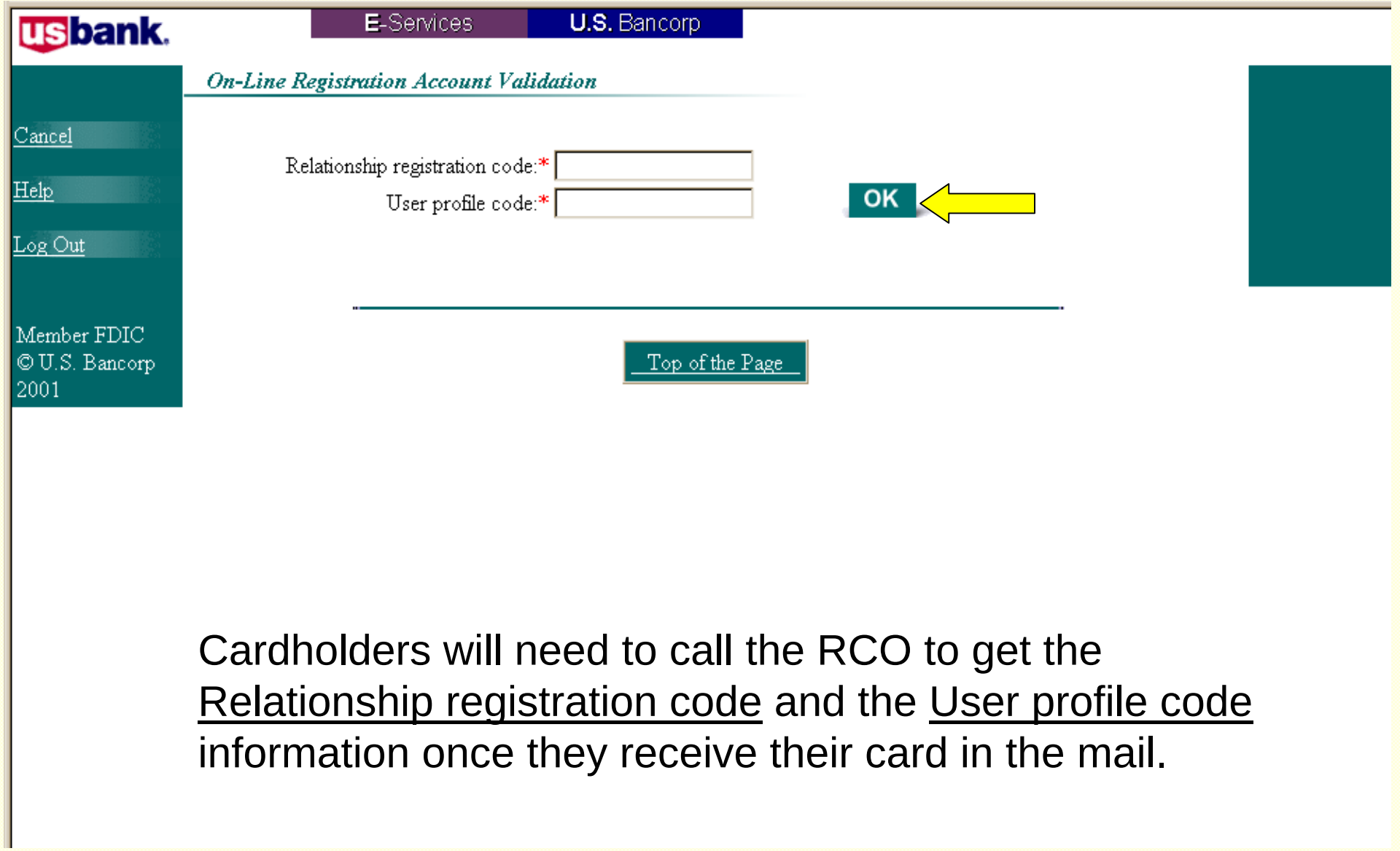
To login, go to the above site and click on “I ACCEPT”.

C.A.R.E. TRAINING



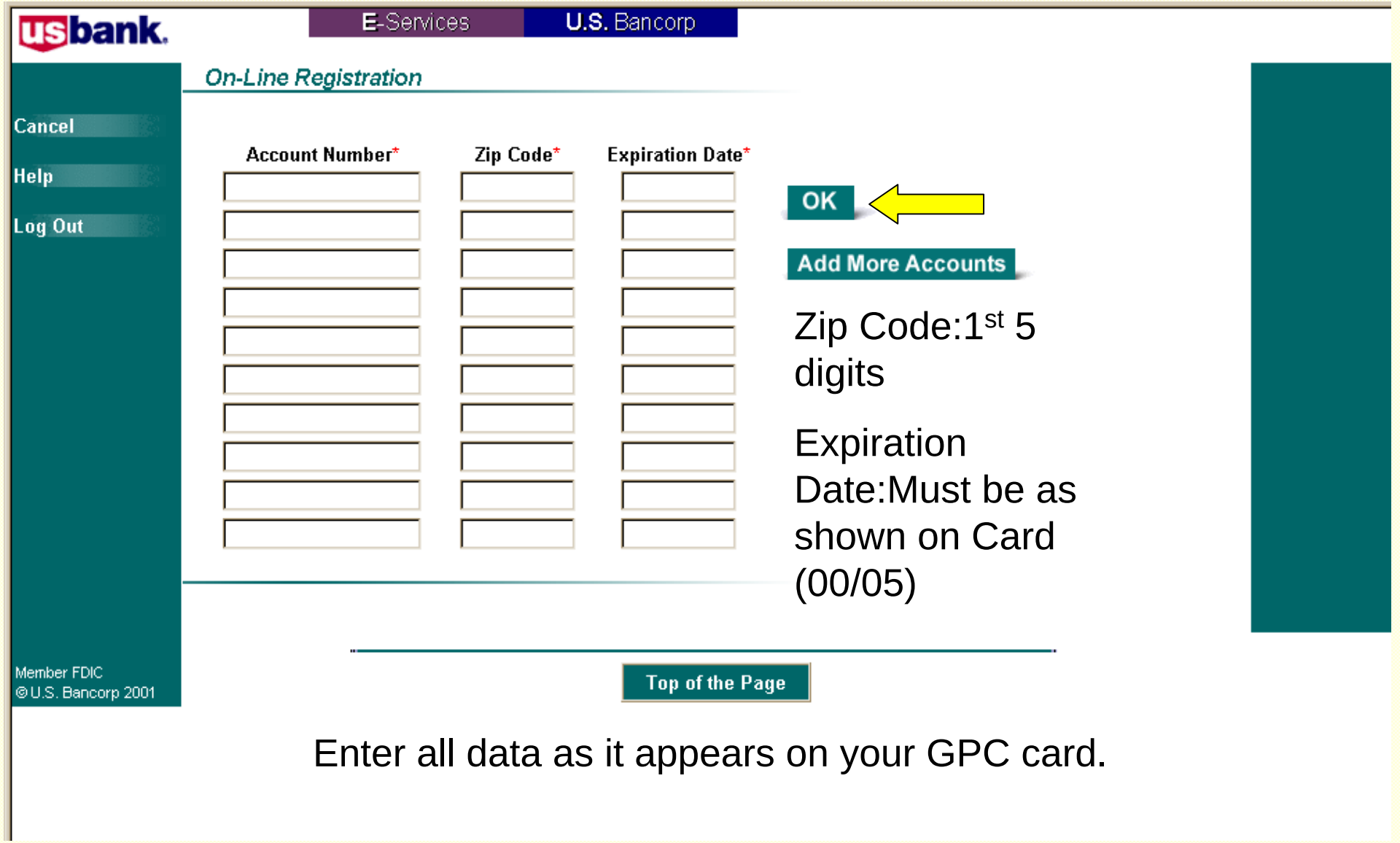
Approving Officials will receive their Username and Password from the RCO. Cardholders can create their own Username and Password by clicking on and completing the On-Line Registration section.

C.A.R.E. TRAINING



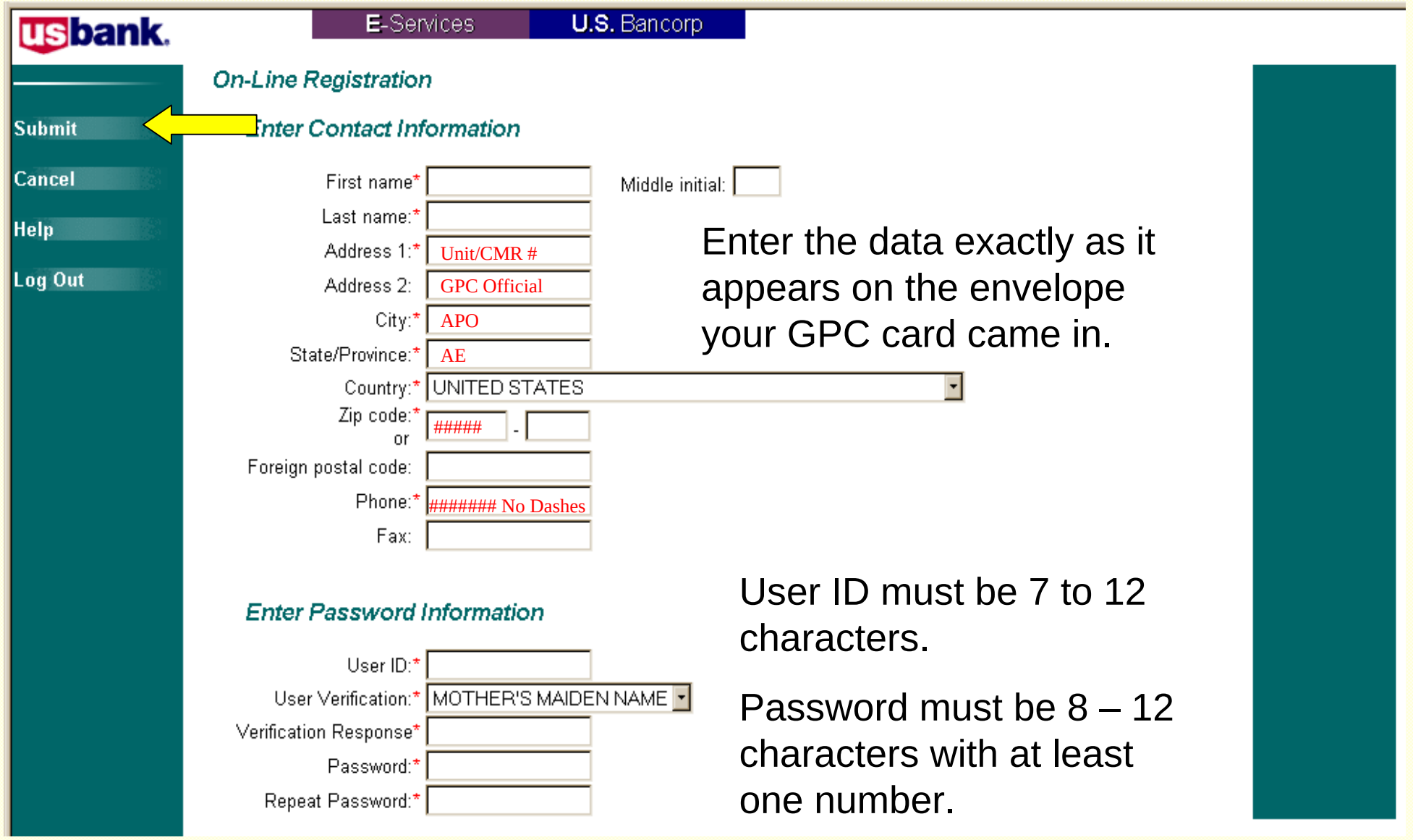
Cardholders will need to call the RCO to get the Relationship registration code and the User profile code information once they receive their card in the mail.

C.A.R.E. TRAINING



Enter all data as it appears on your GPC card.

C.A.R.E. TRAINING

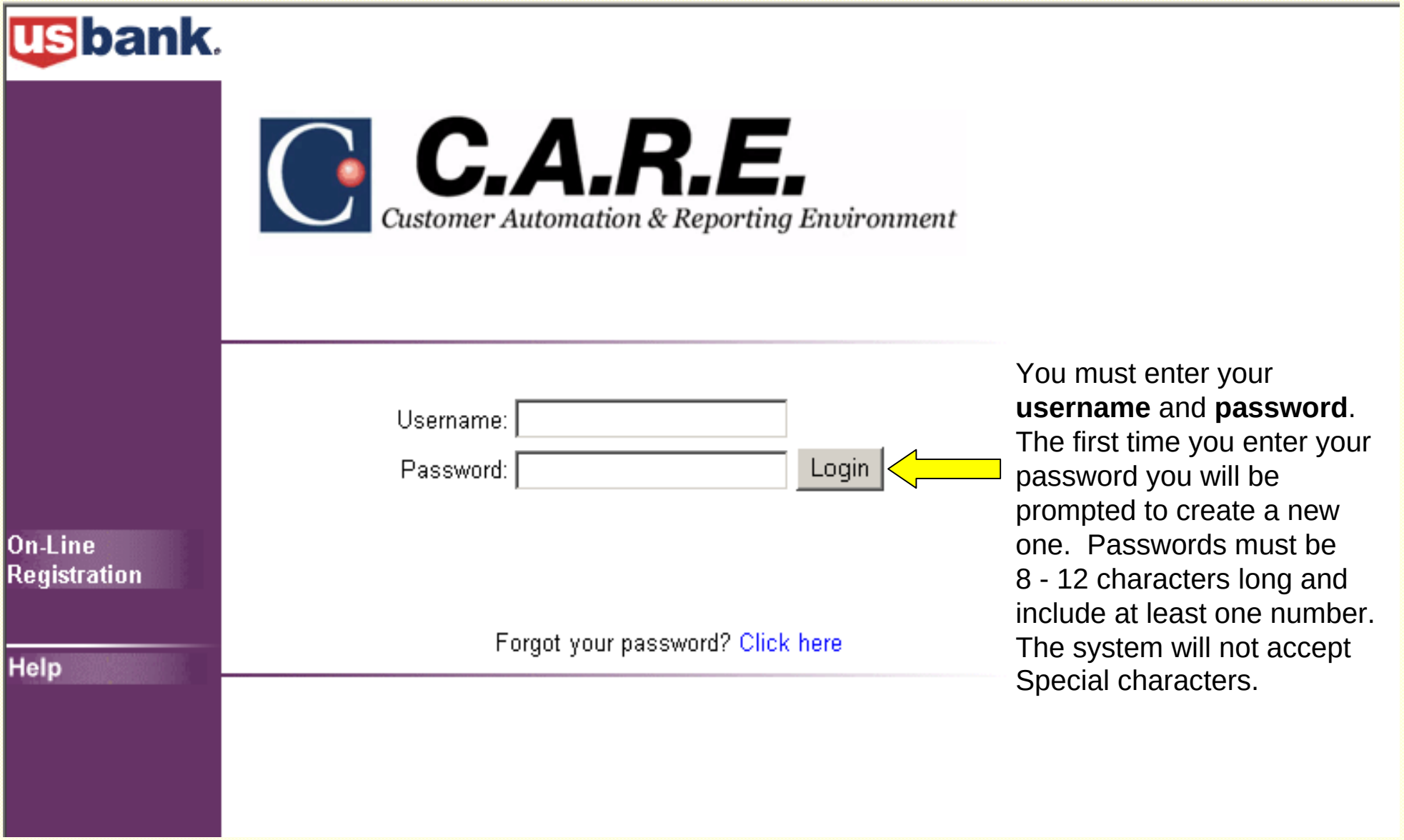


Enter the data exactly as it appears on the envelope your GPC card came in.

User ID must be 7 to 12 characters.

Password must be 8 – 12 characters with at least one number.

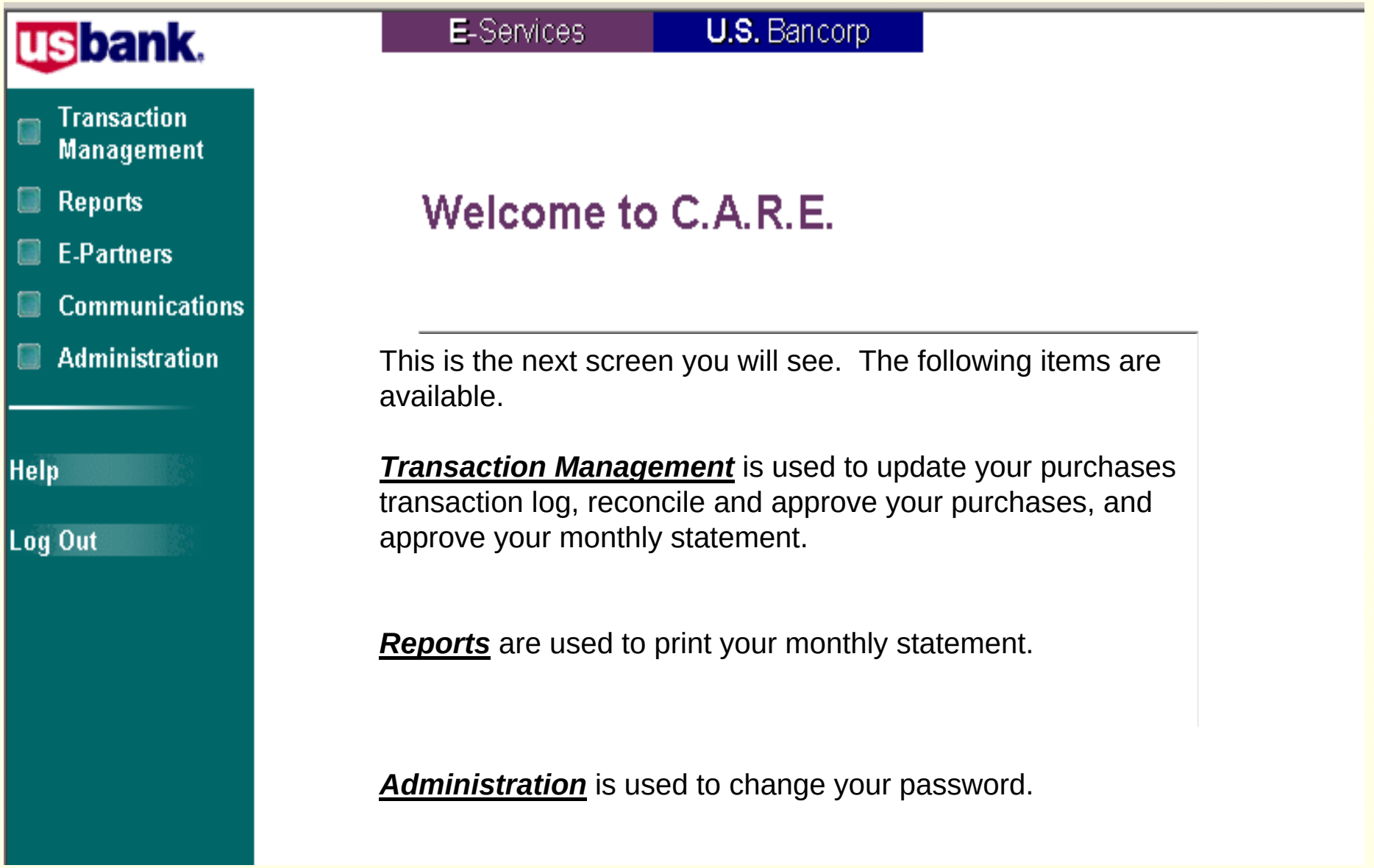
C.A.R.E. TRAINING



You must enter your **username** and **password**. The first time you enter your password you will be prompted to create a new one. Passwords must be 8 - 12 characters long and include at least one number. The system will not accept Special characters.

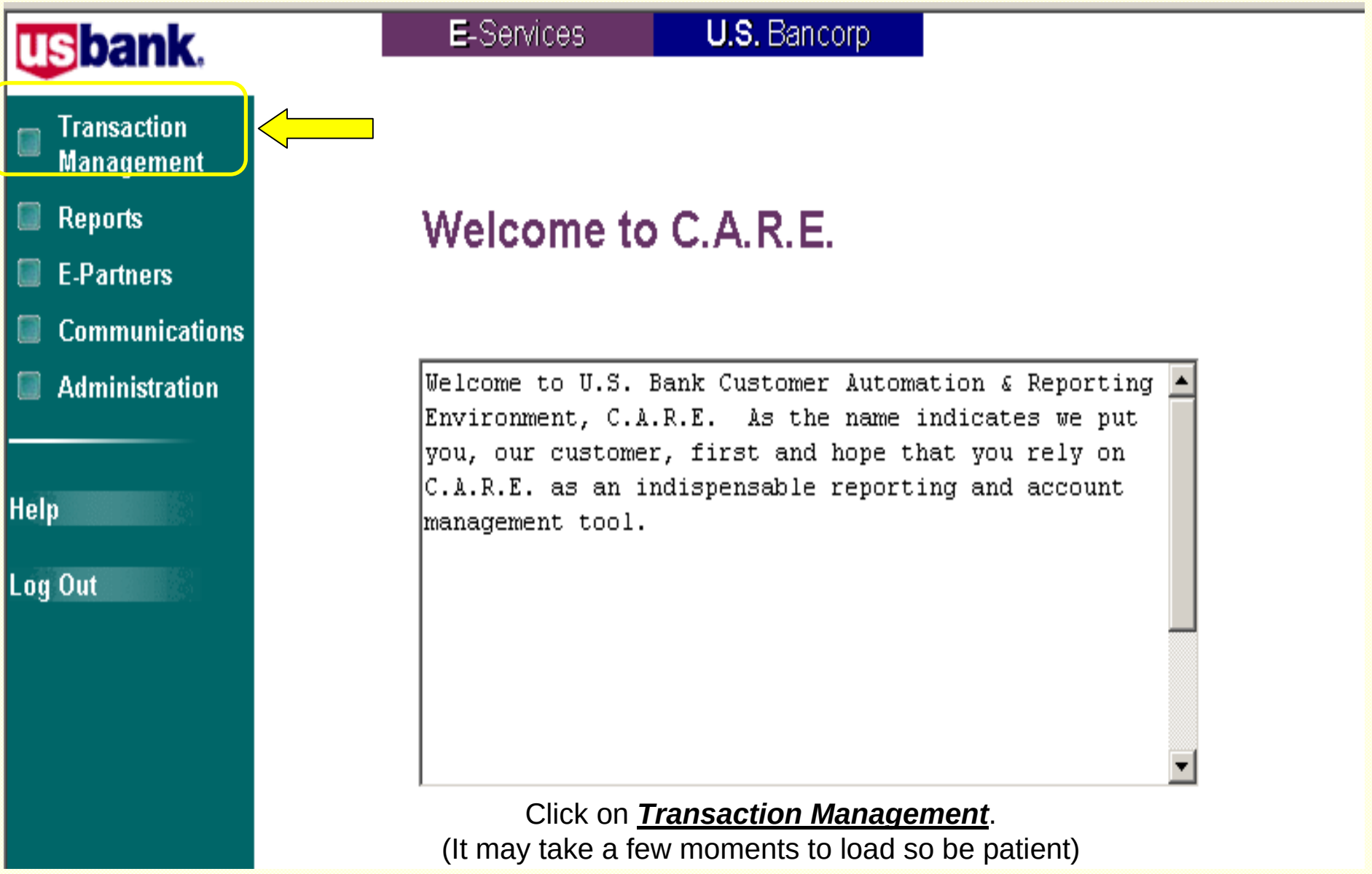
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



C.A.R.E. TRAINING

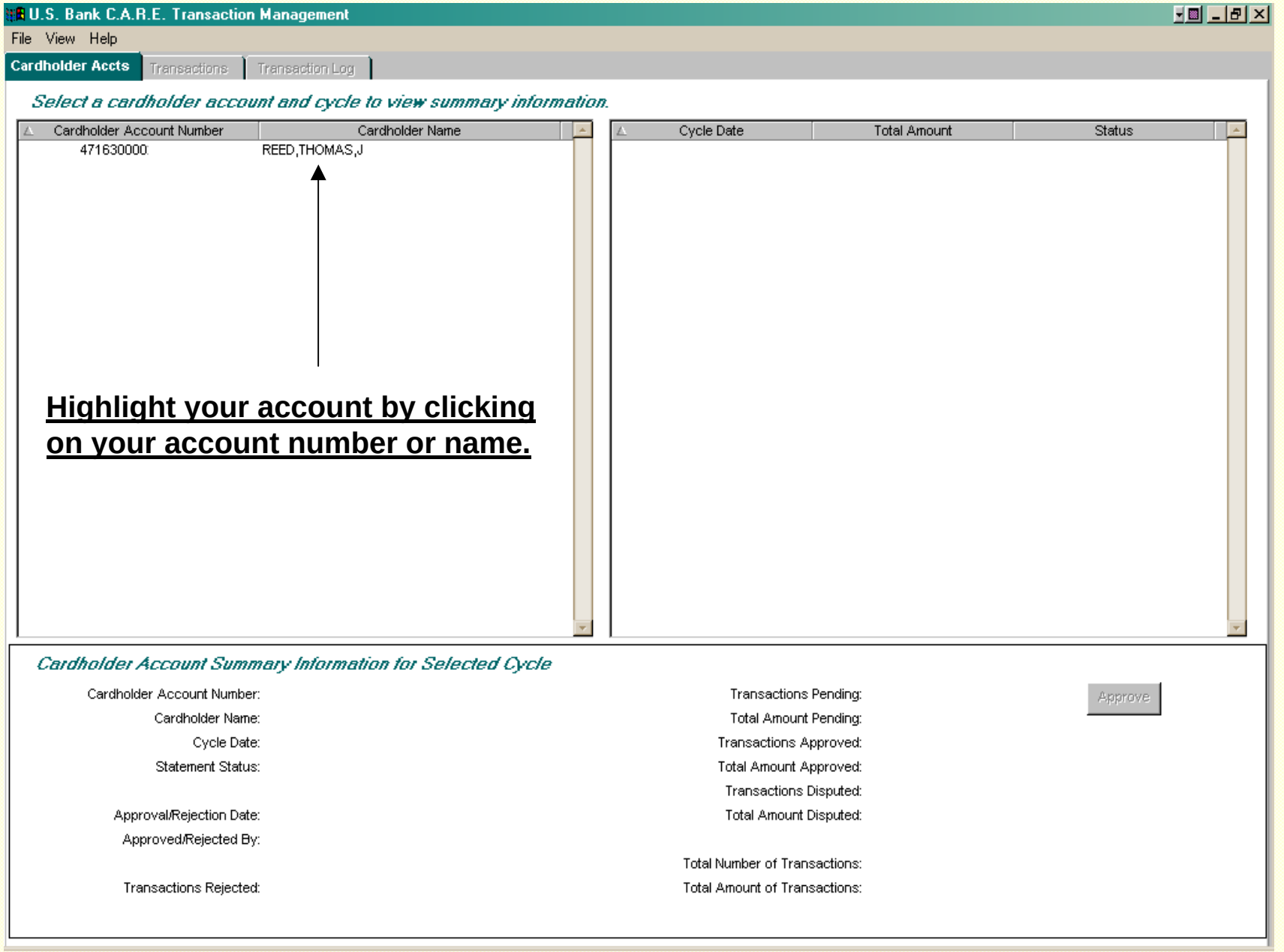
CARDHOLDER INSTRUCTIONS



Click on ***Transaction Management***.
(It may take a few moments to load so be patient)

C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



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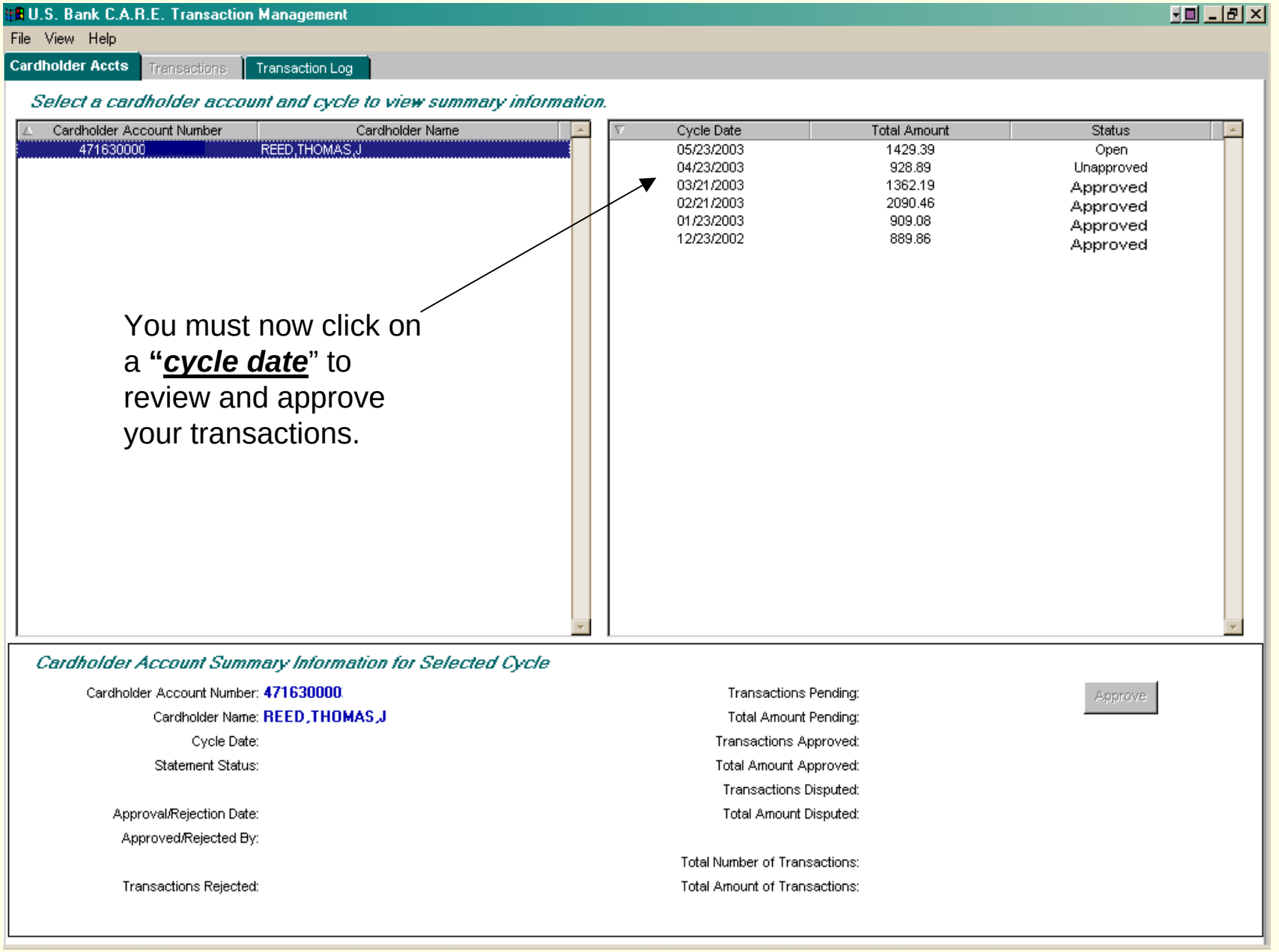
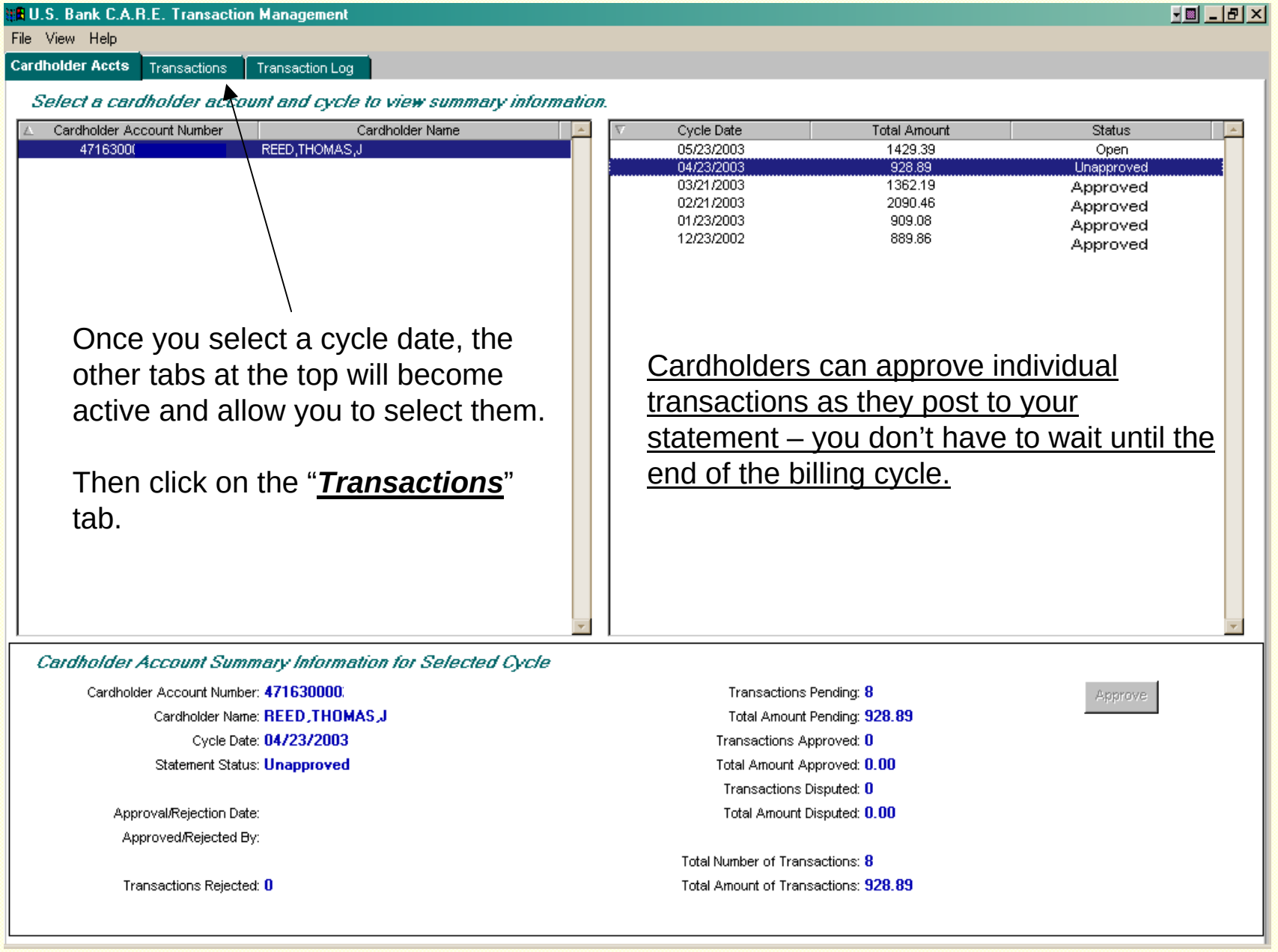
CARDHOLDER INSTRUCTIONS



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



Once you select a cycle date, the other tabs at the top will become active and allow you to select them.

Then click on the "***Transactions***" tab.

Cardholders can approve individual transactions as they post to your statement – you don't have to wait until the end of the billing cycle.

C.A.R.E. TRAINING

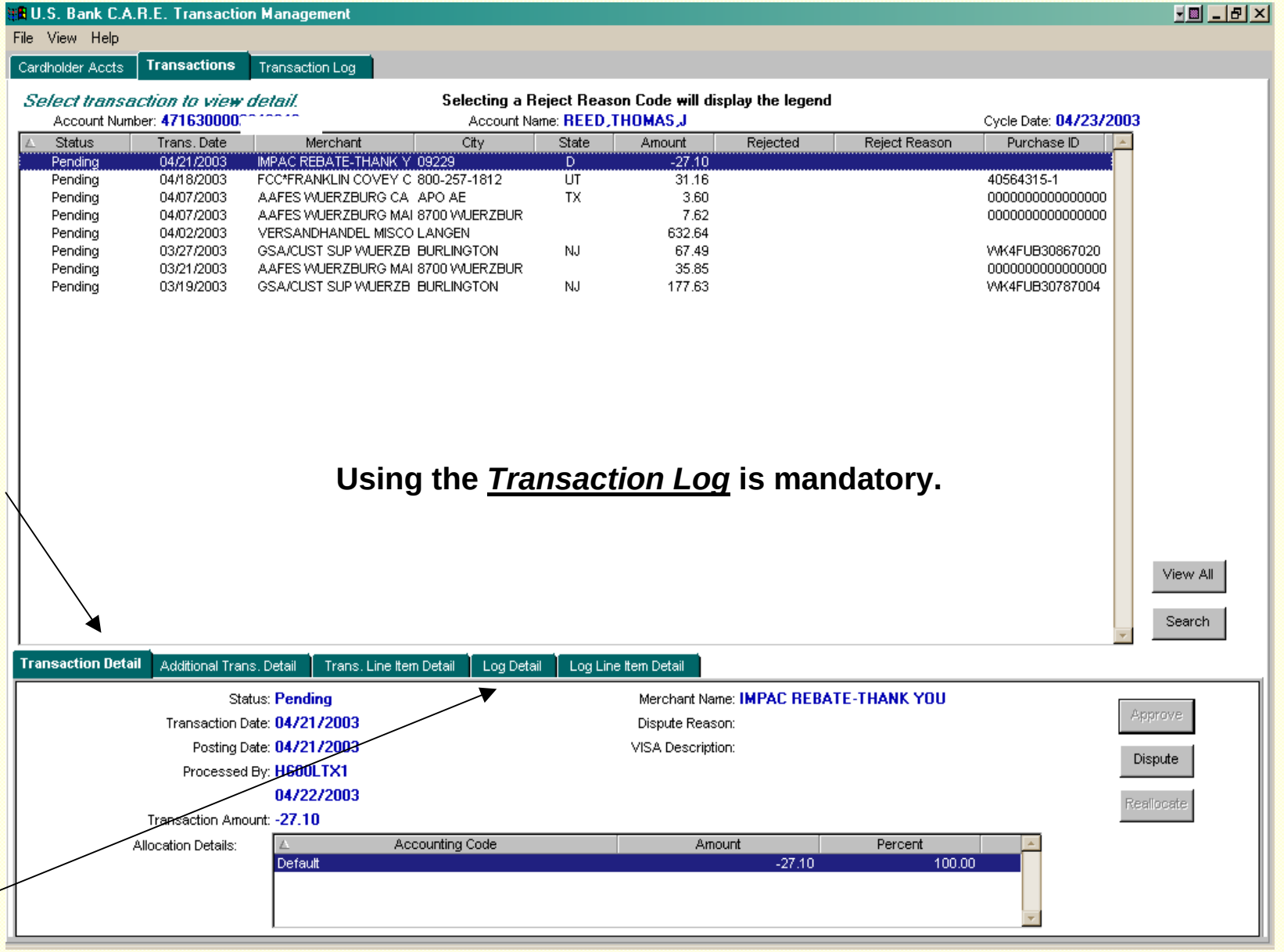
CARDHOLDER INSTRUCTIONS

You will see all the transactions that have posted during the selected billing cycle.

You can see the transaction status, date of transaction, merchant name, etc.

In the middle of the screen you will see 5 additional **Transaction Data** tabs.

To ***approve transactions***, you have to select each one individually. Then click on the ***Log Detail*** tab.

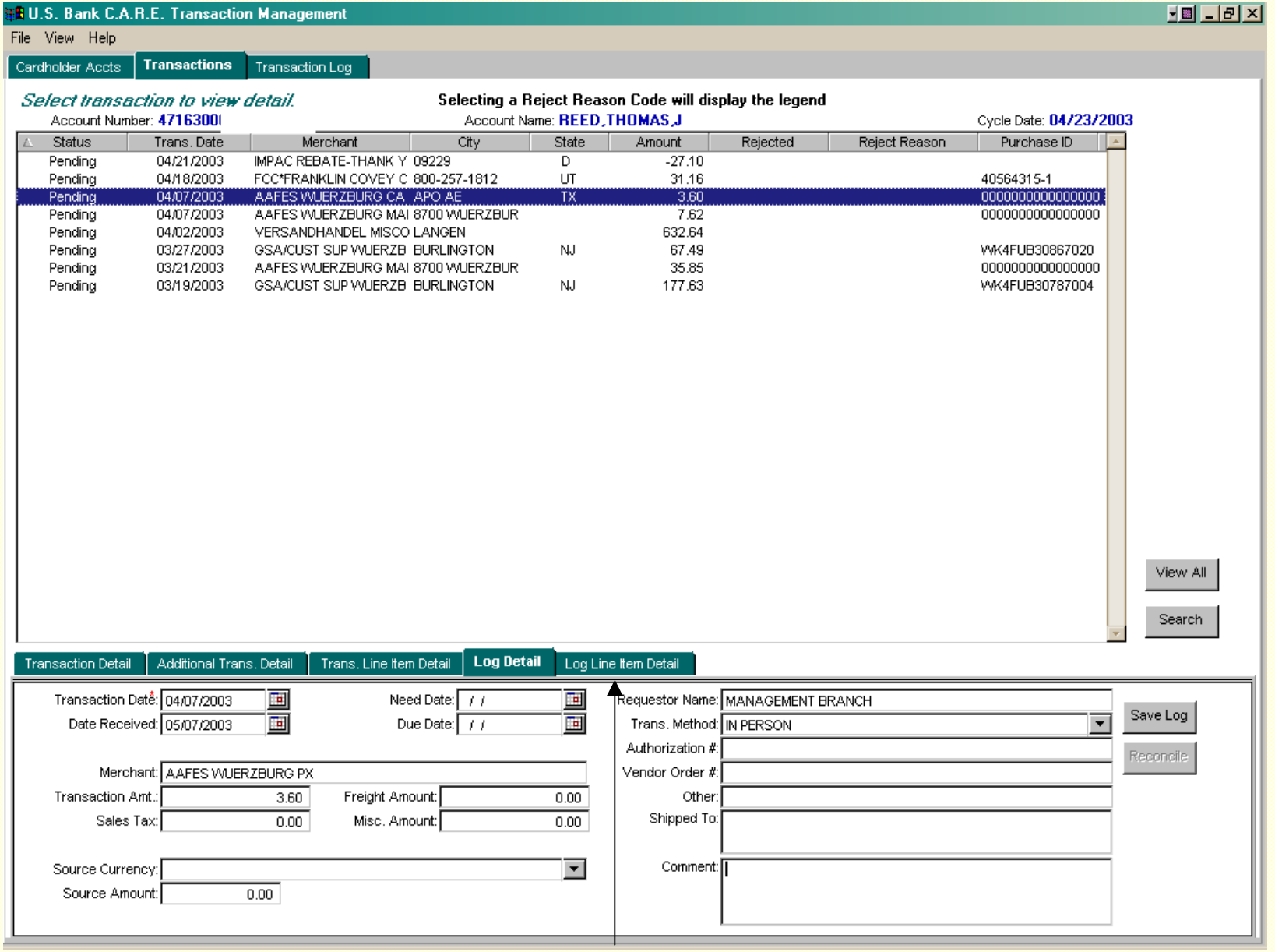


C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

On the ***Log Detail*** tab, you will need to fill in as much information as possible for the transaction selected (highlighted in blue at the top of the screen).

Cardholders are required to fill in all data available for each transaction. If the purchase was made in a foreign currency, the **Source Currency** must be identified and the **Source Amount** must be entered.

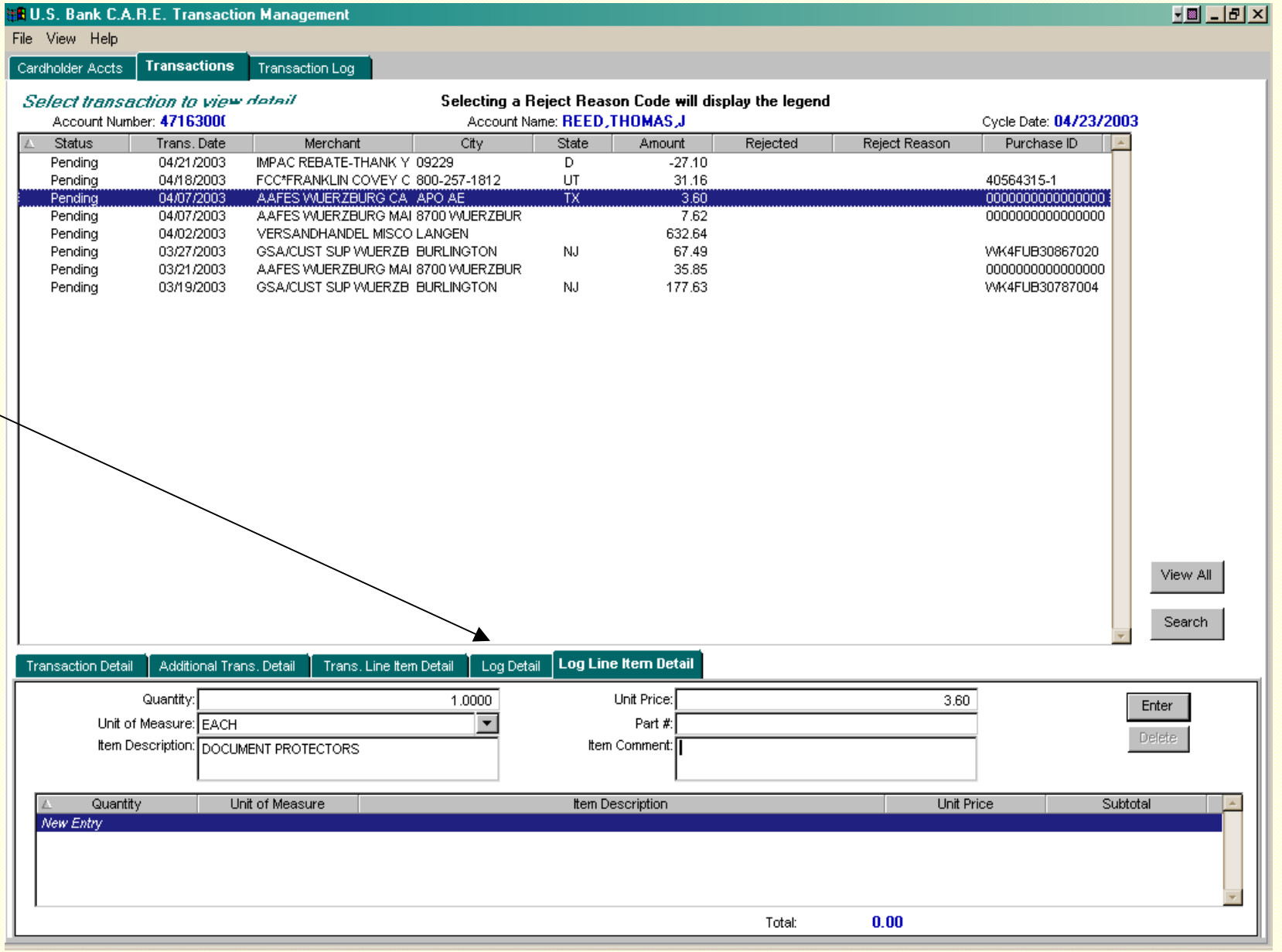


Once complete, click on the **Log Line Item Detail** tab.

C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Once the line item detail data has been input for the purchase, click the ***Enter*** button and then return to the **Log Detail** by clicking the tab.

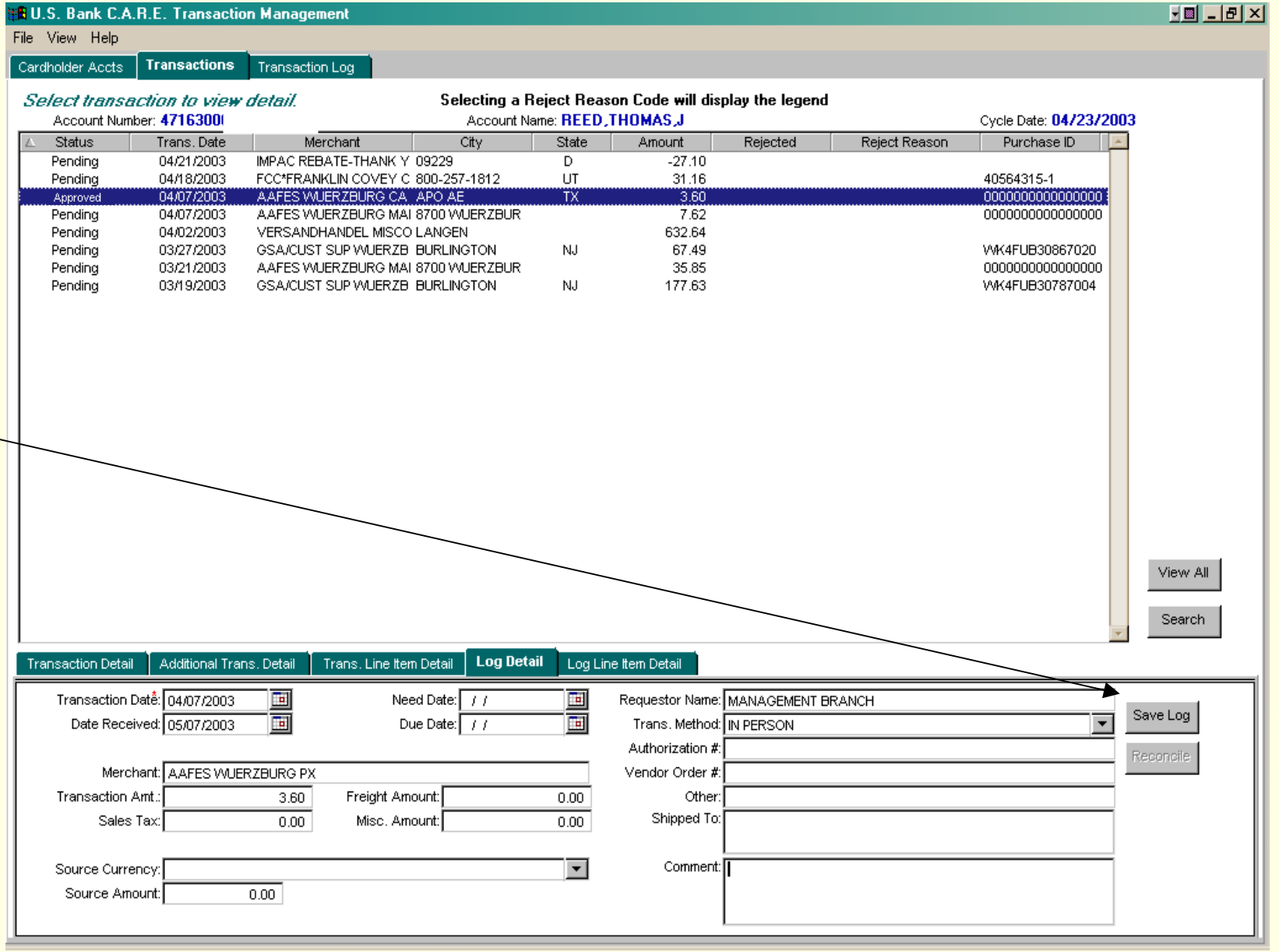


C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Once all data has been entered, click on ***Save Log***. **This will approve the transaction**, and change the transaction status from pending to approved.

You will have to repeat this process to approve each transaction.



C.A.R.E. TRAINING

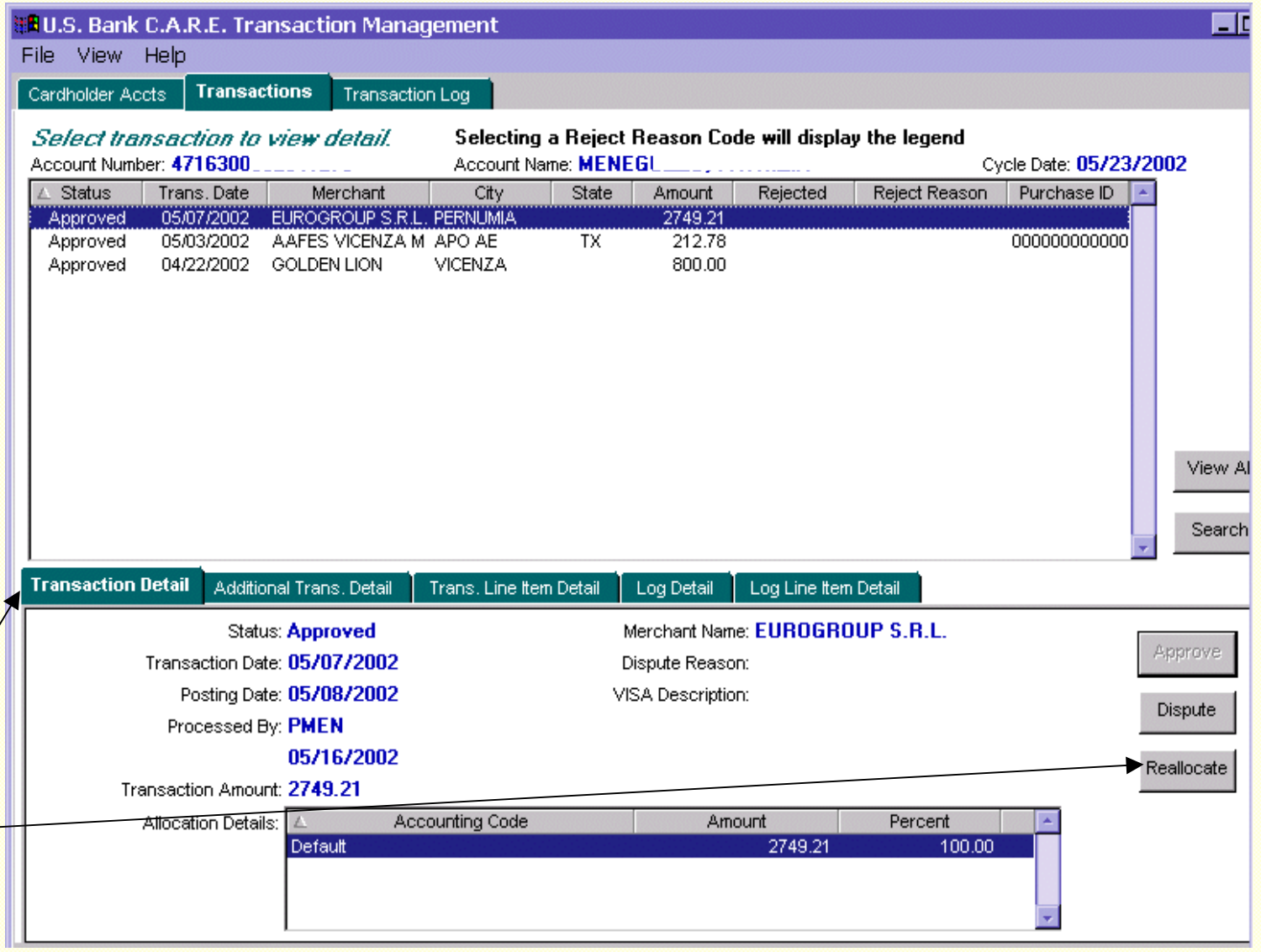
CARDHOLDER INSTRUCTIONS

Reallocation

Reallocation is for those activities that will have more than one fund cite to choose from when approving transactions for payment. Your resource management will advise you on the use of this option.

On the Transactions Tab, go to **Transaction Detail**.

Click on **Reallocate**



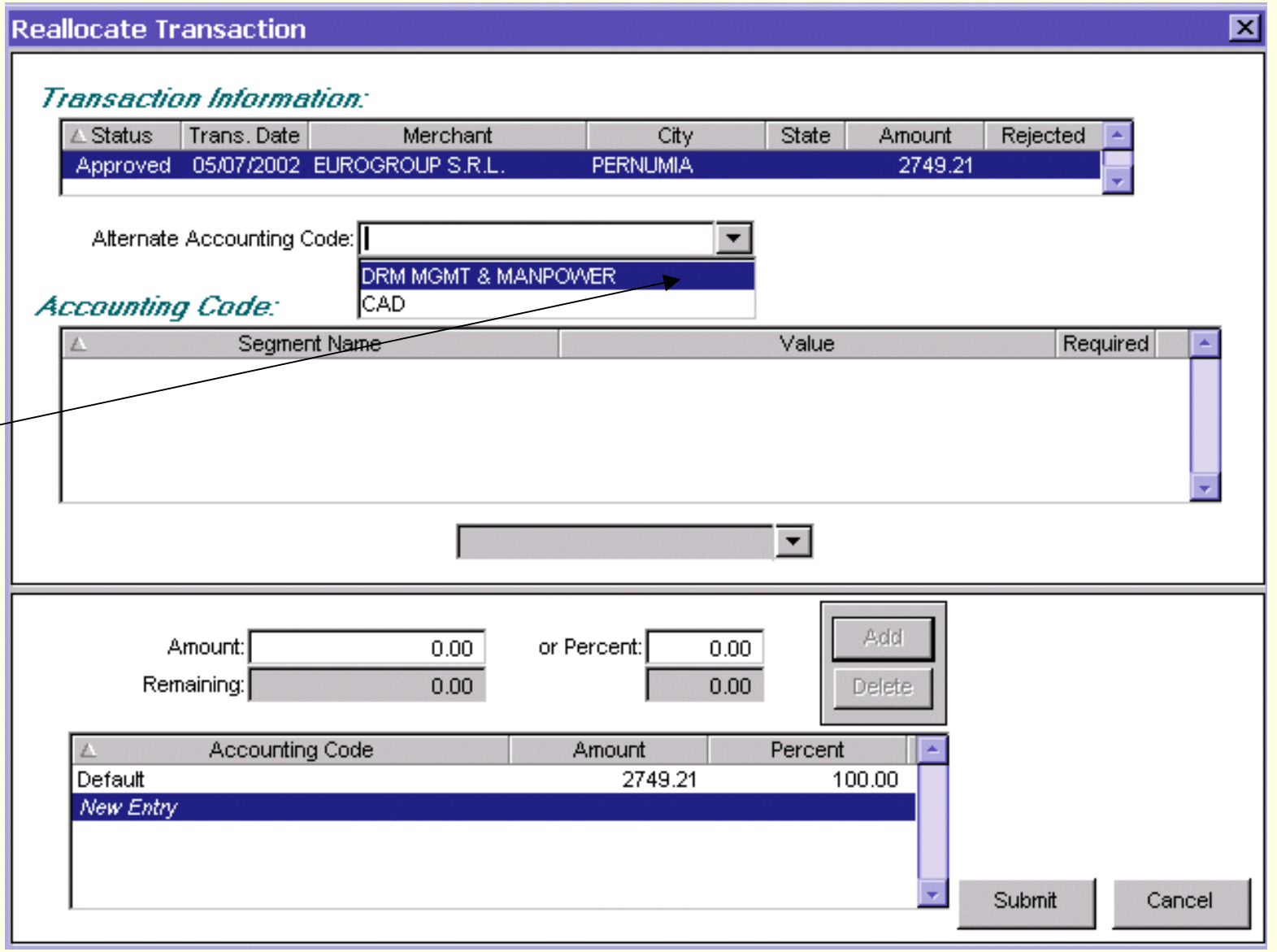
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

The window **Reallocate Transaction** will appear.

The transaction will appear at the top. You will then select the reallocation data by choosing the appropriate **Alternate Accounting Code** from the drop down menu.

Your Resource Management office will give you additional guidance.



C.A.R.E. TRAINING

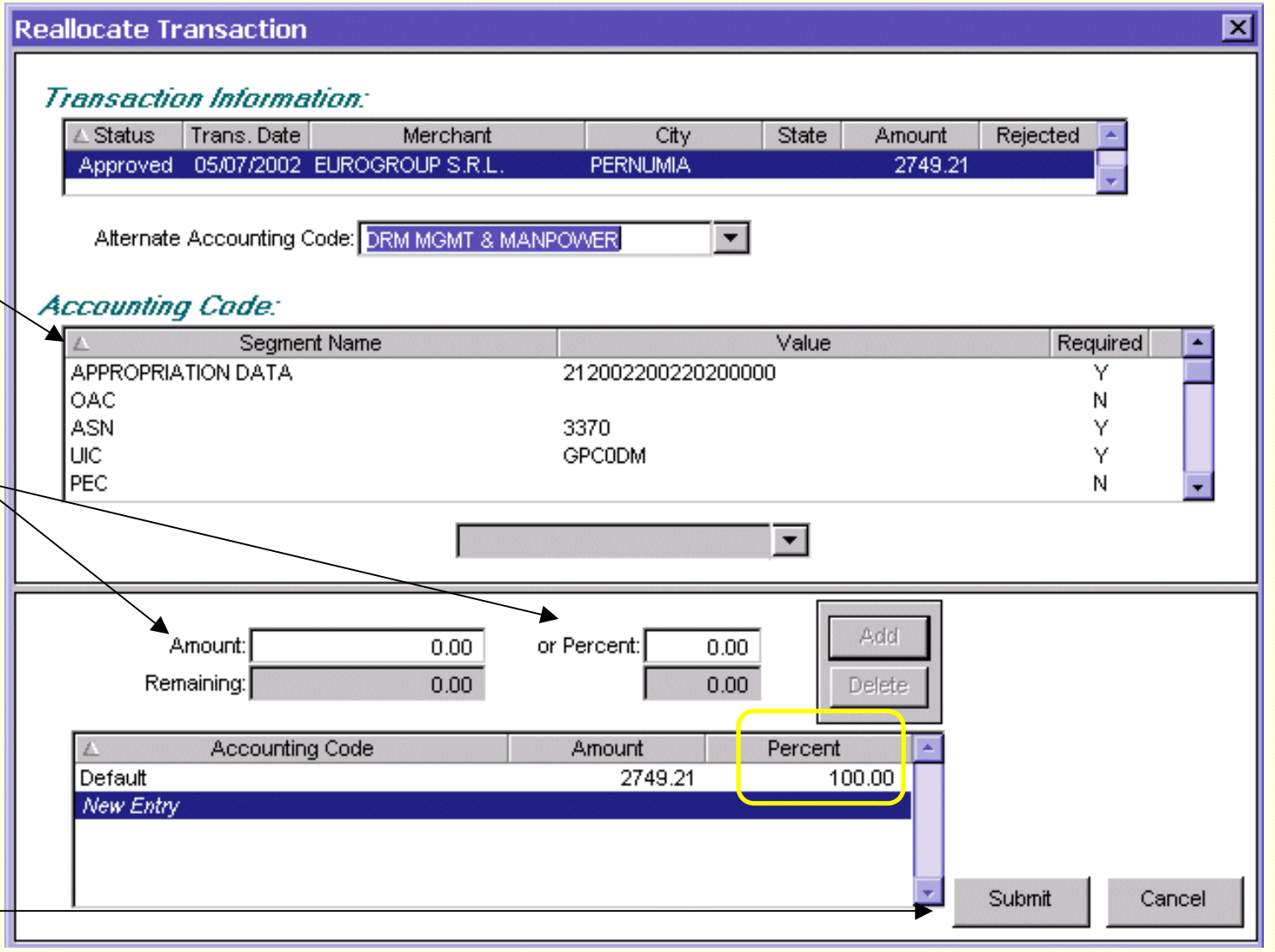
CARDHOLDER INSTRUCTIONS

Once you have chosen the alternate line of accounting, the Accounting Code information automatically populates.
(You cannot change this information)

Type in the **amount** or **percentage** of the transaction to be reallocated to the selected alternate accounting code.

You must reallocate 100% of the transaction amount to one of the listed alternate accounting codes.

You can then click on **submit** to approve the transaction.



C.A.R.E. TRAINING

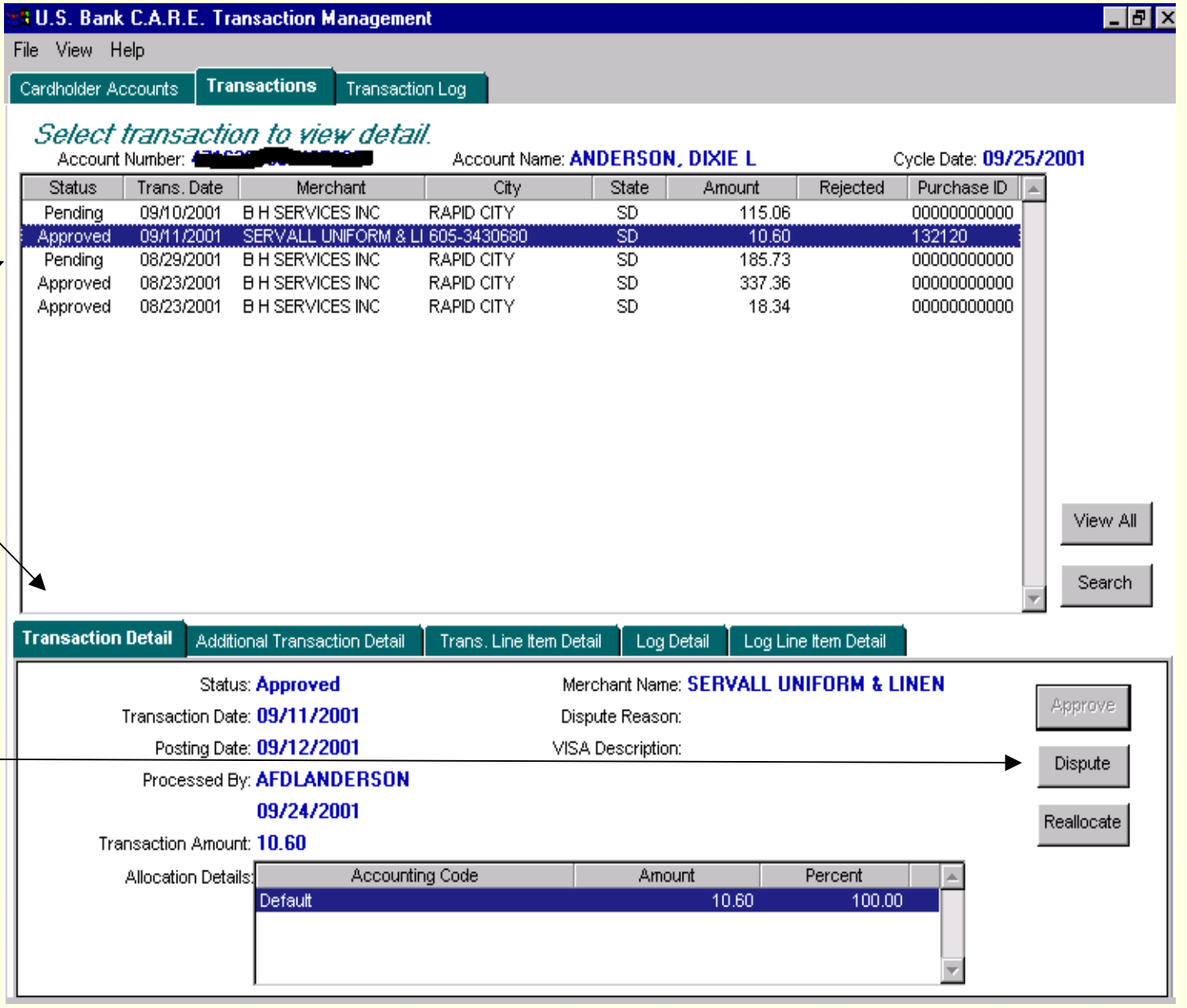
CARDHOLDER INSTRUCTIONS

Disputing Transactions

Transactions can be disputed in CARE.

Highlight the transaction and then click on the **Transaction Detail Tab.**

You will then have the option to Dispute the transaction by clicking on the **dispute** button.



C.A.R.E. TRAINING

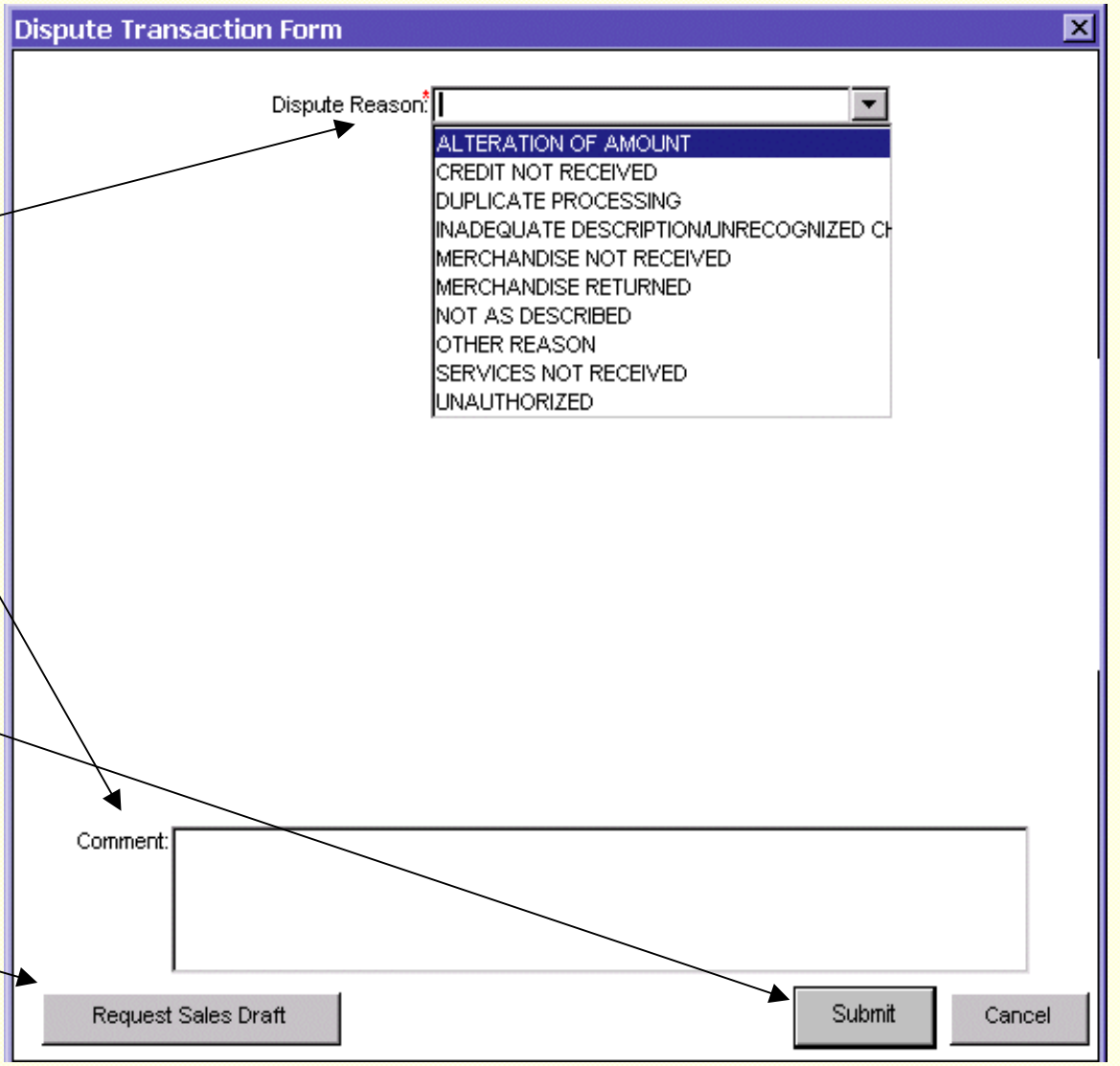
CARDHOLDER INSTRUCTIONS

In the **Drop Down List** you will **select** the reason for the Dispute.

You should use the comments sections to provide any additional information.

Once you have filled out the form you will click the **submit** button, or cancel if you don't need to submit the dispute.

You can also request a Sales Draft (receipt).



DISPUTES HAVE TO BE SUBMITTED WITHIN *60 DAYS* OF THE DATE OF THE STATEMENT ON WHICH THE TRANSACTION APPEARS. You can dispute a transaction even if it was previously approved – you just select the cycle date (statement) where the transaction appears and then dispute the transaction by following the procedures above.

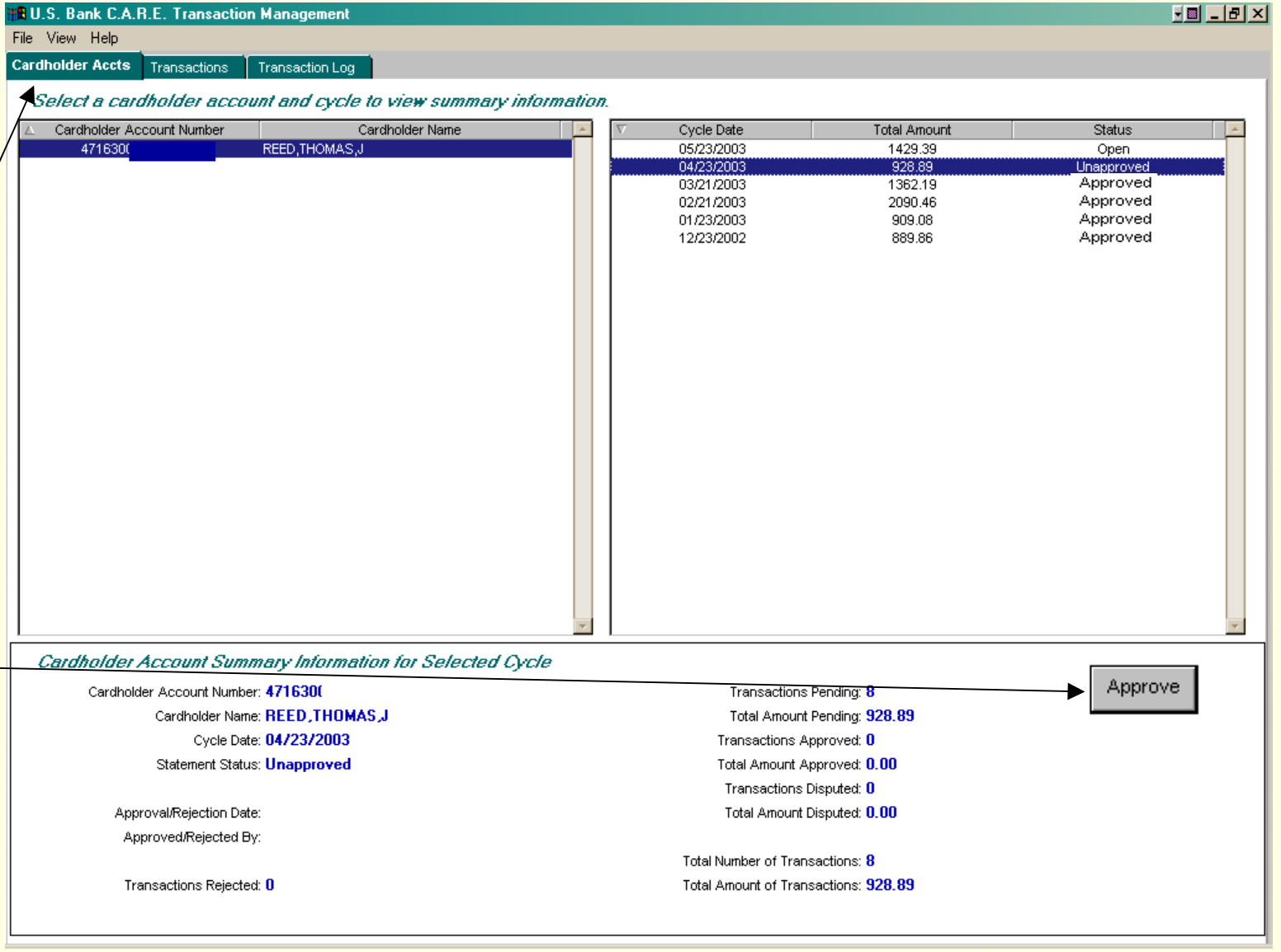
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

After you have approved, disputed or reallocated all of the transactions for the billing cycle, you may now proceed to approve your statement.

Click on **Cardholder Accounts** tab

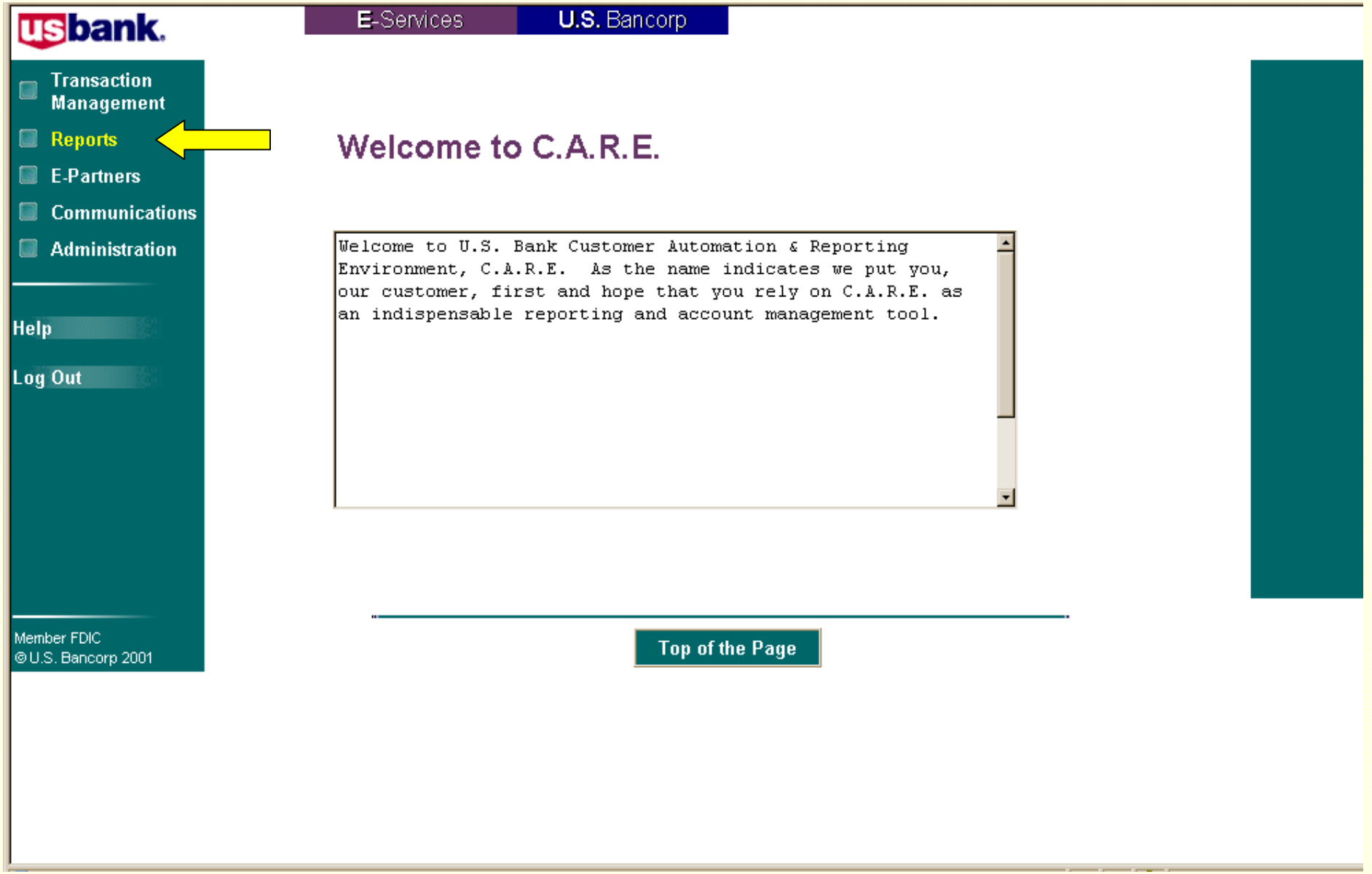
Approve the cycle by clicking on the **Approve** button. This is the final step in approving your statement.



C.A.R.E. TRAINING

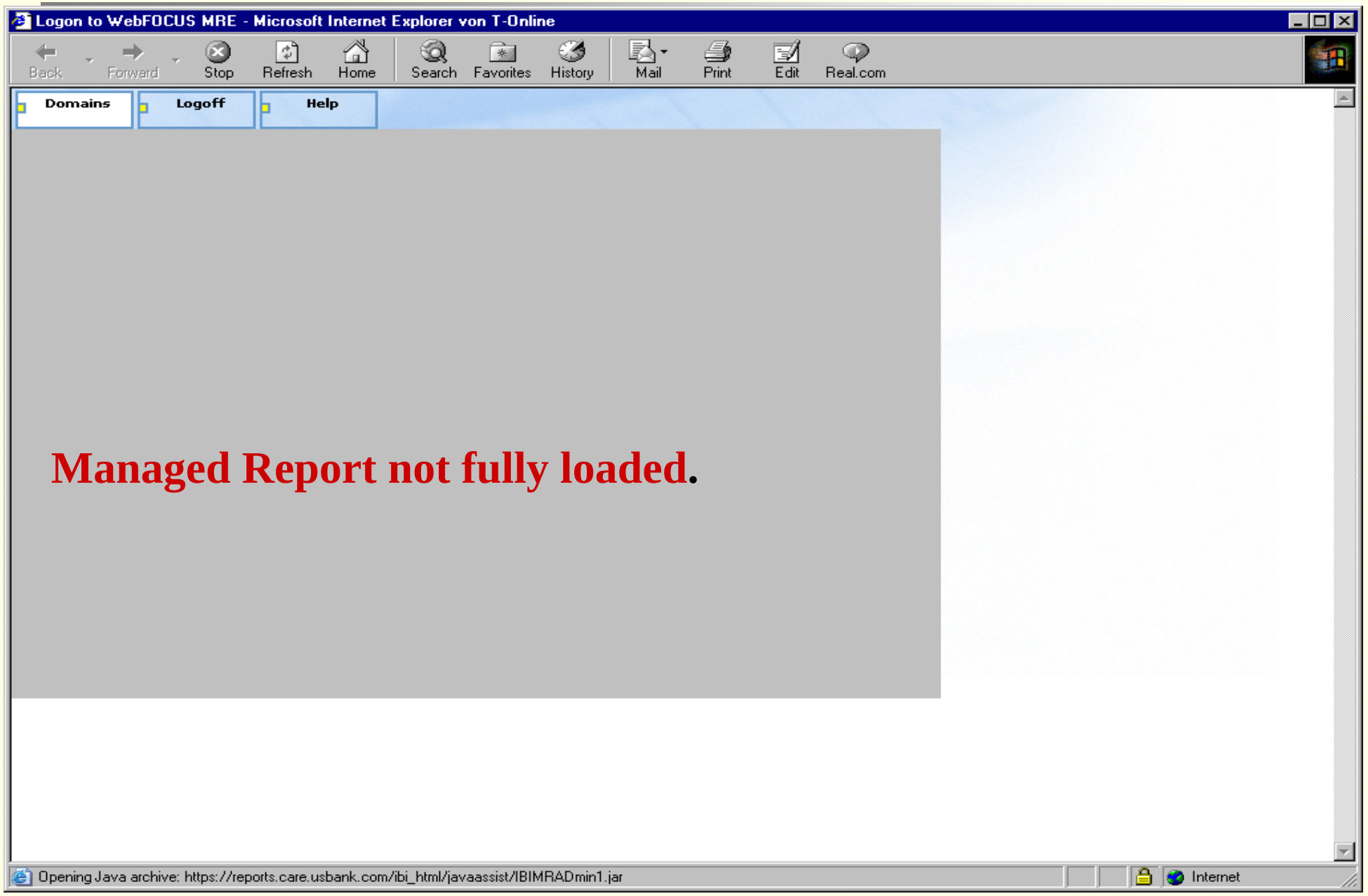
CARDHOLDER INSTRUCTIONS

REPORTS



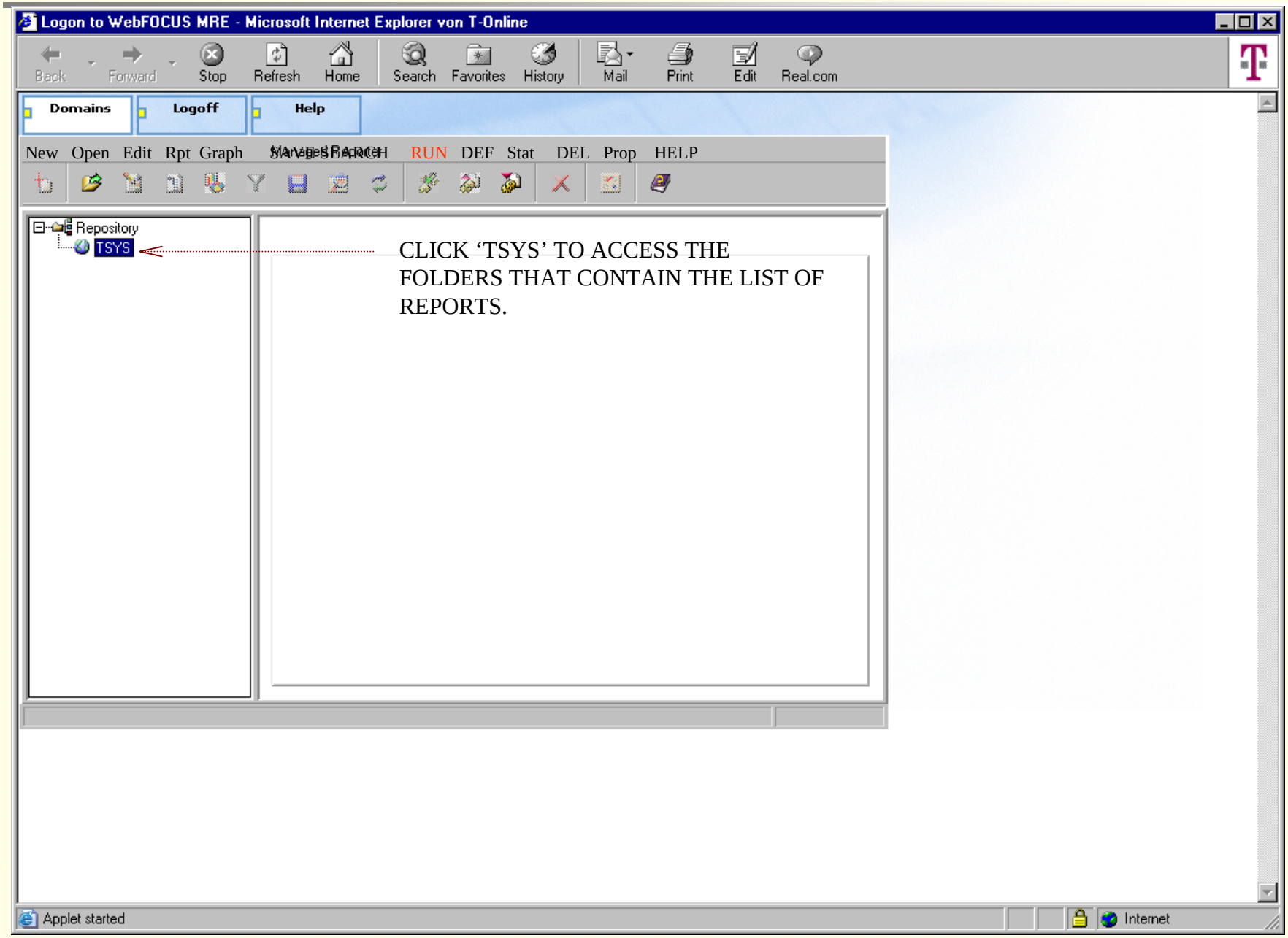
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



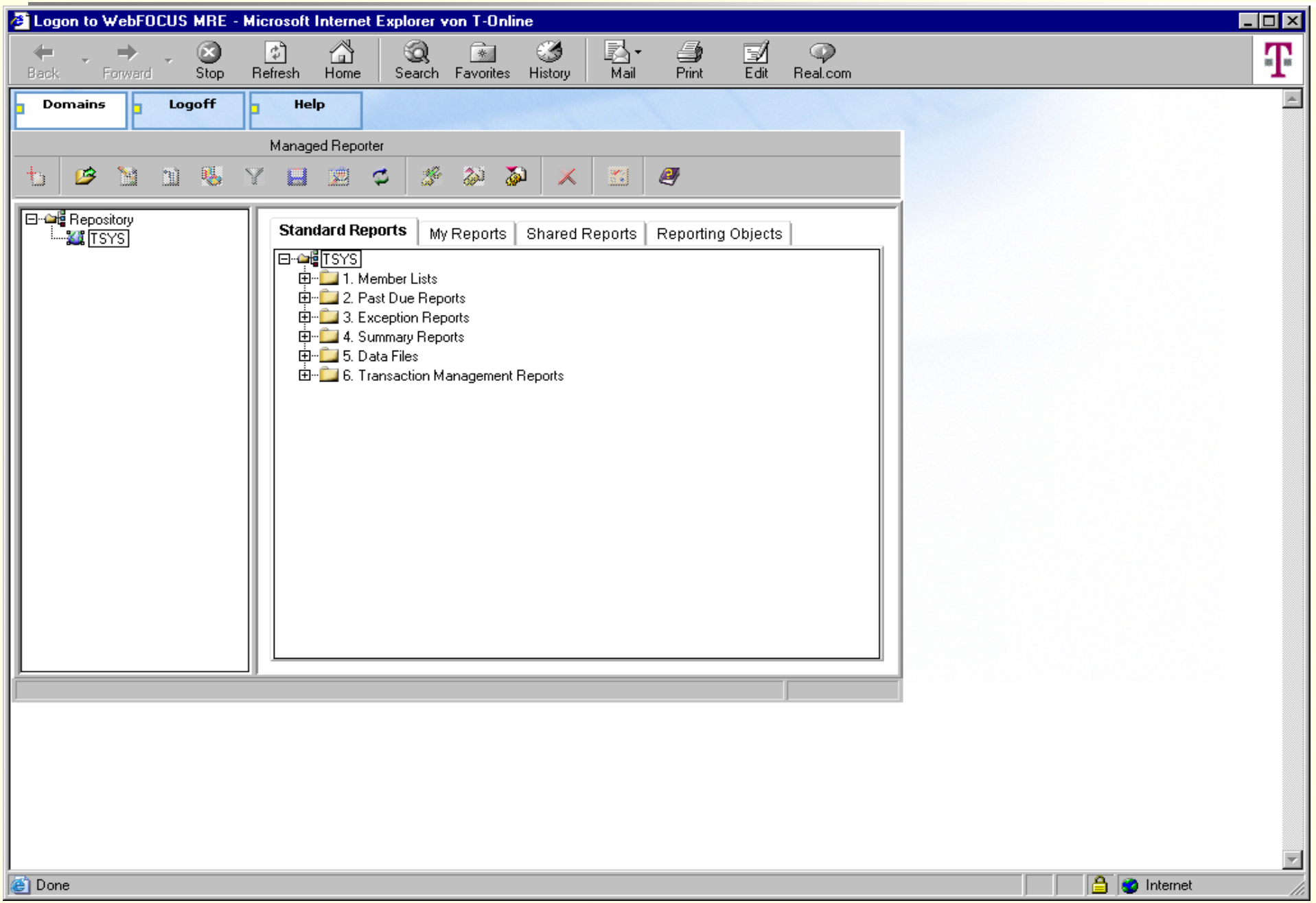
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



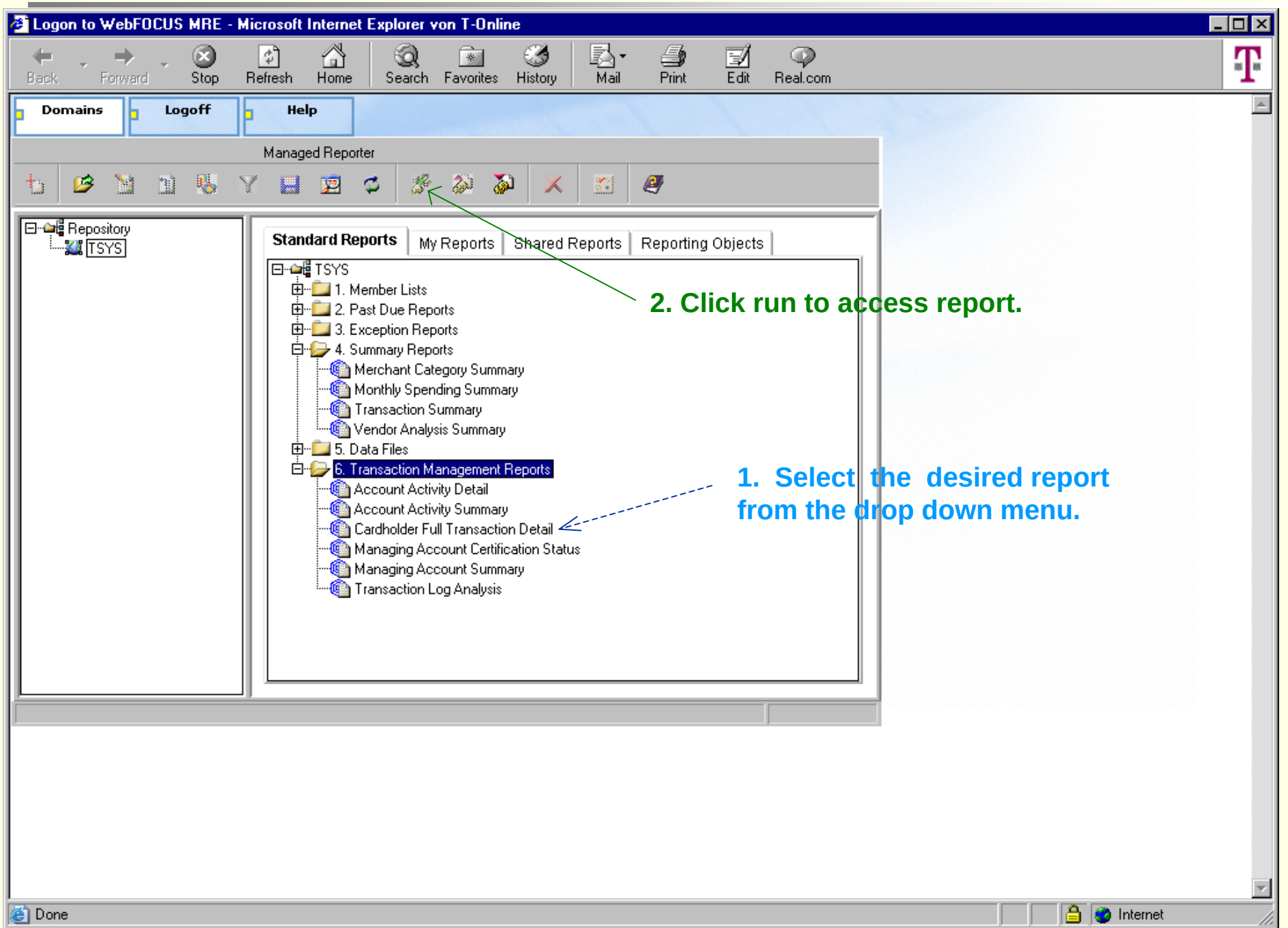
C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

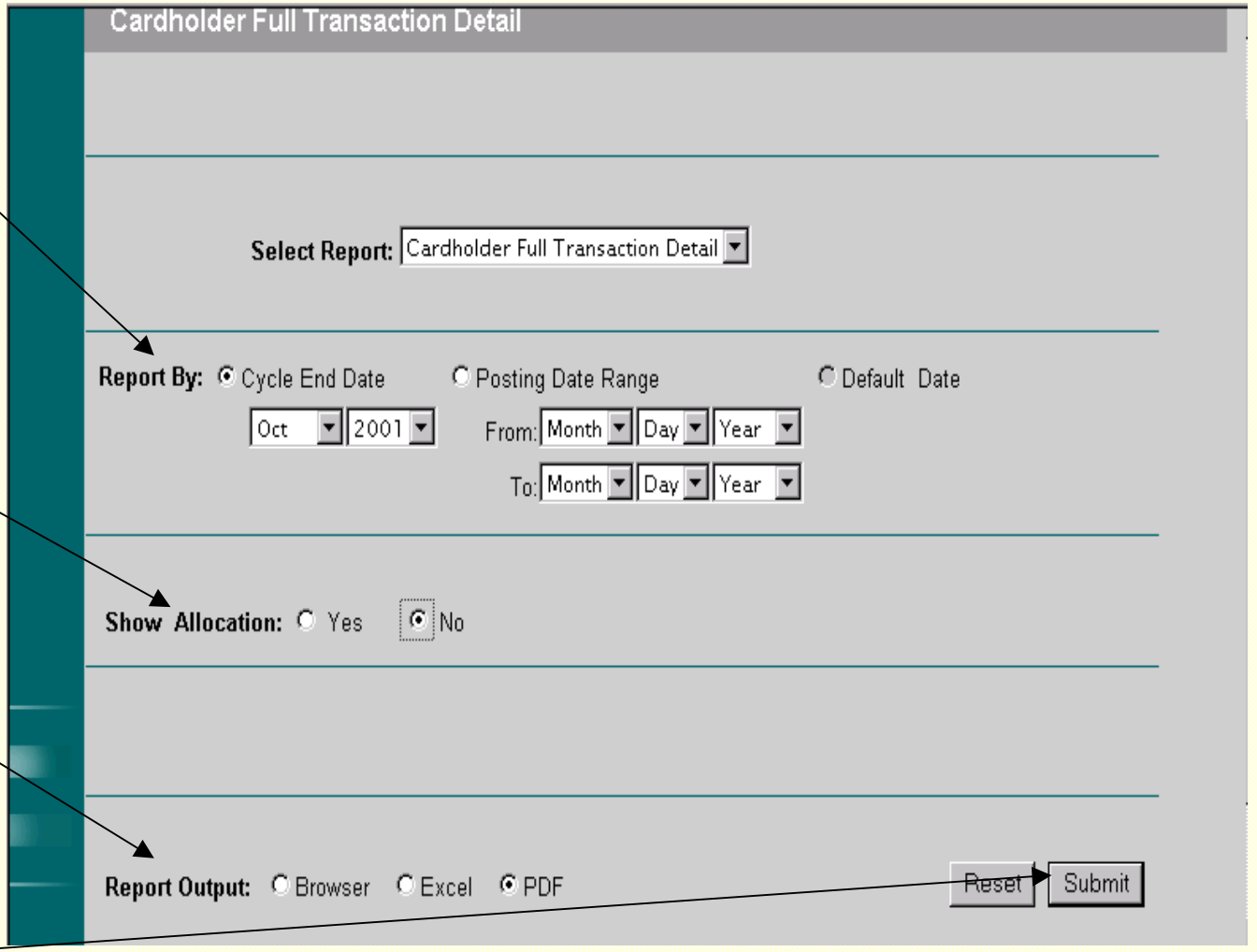
After selecting your report, you then select the report period from the **Report By** block – the **Cycle End Date** option will reflect the data as it appears on the hardcopy statement.

From the drop down menus, select the appropriate Month and Year.

The **Show Allocation** section gives you the option to include the accounting classification data for your purchases in the report.

For the **Report Output**, you can select to view the report with the browser or you can view / save it as either an Excel or PDF file.

Now you can click on **Submit** to generate the report.



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

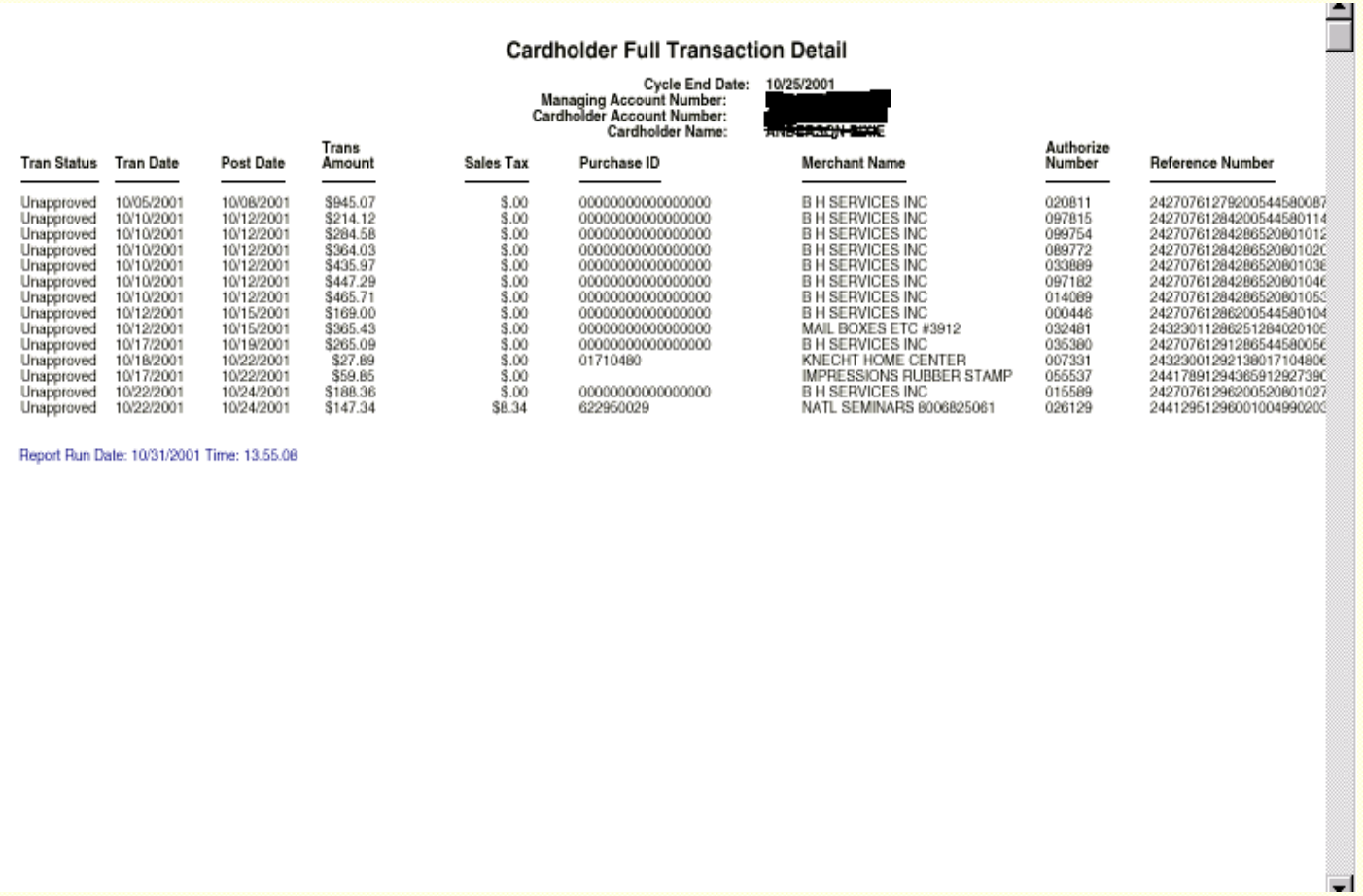
This is the report you will see if you select **PDF** as the report output format.

You should print the reports in **Landscape** format for best results.

If you choose **Excel** the report will open up as an Excel spreadsheet.

If you select the **Browser** option the report will open up as a new web page.

The recommended format is either Excel or PDF. Either format will allow you to save the reports to your computer.



Cardholder Full Transaction Detail

Cycle End Date: 10/25/2001
Managing Account Number:
Cardholder Account Number:
Cardholder Name:

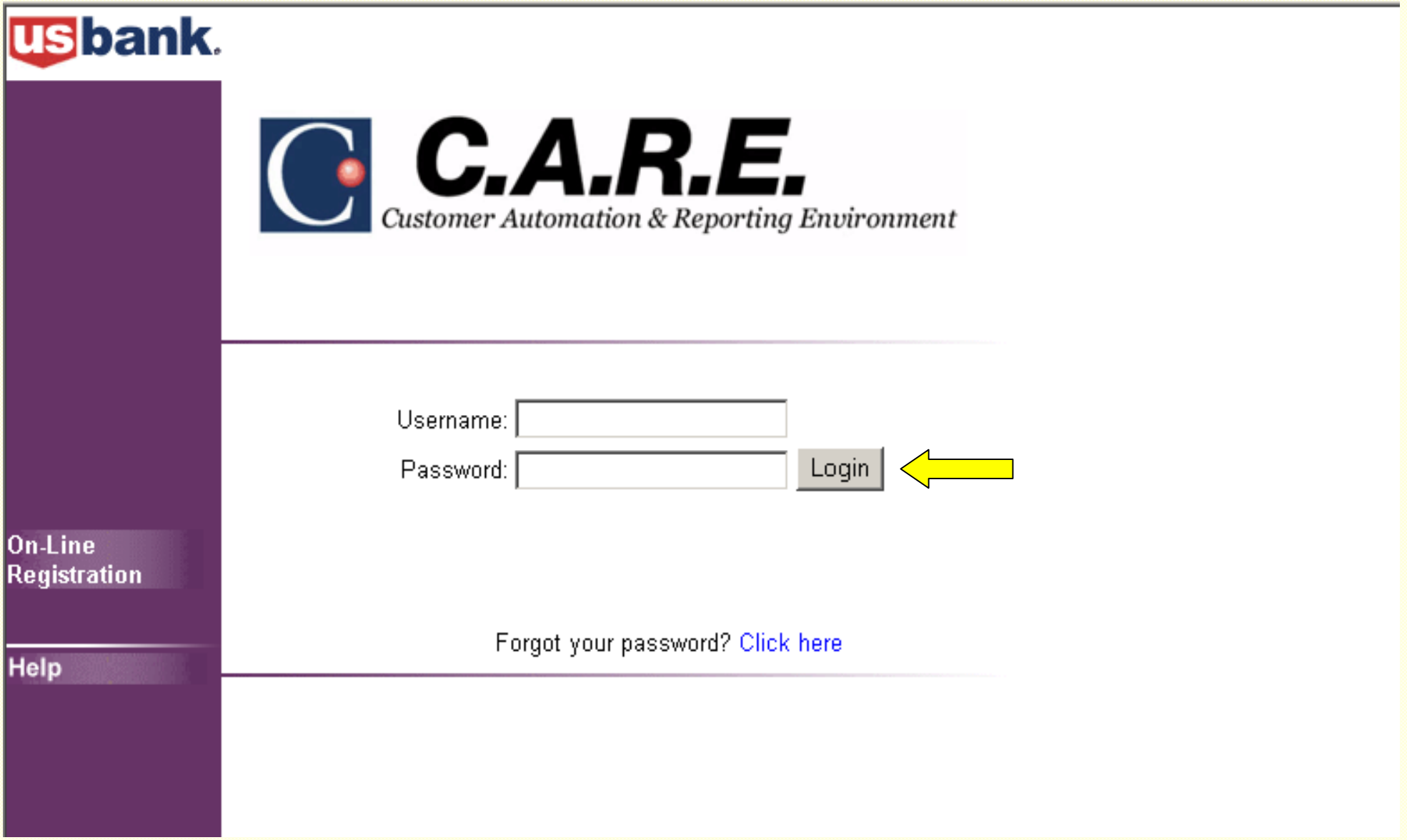
Tran Status	Tran Date	Post Date	Trans Amount	Sales Tax	Purchase ID	Merchant Name	Authorize Number	Reference Number
Unapproved	10/05/2001	10/08/2001	$945.07	$.00	00000000000000000	B H SERVICES INC	020811	24270761279200544580087
Unapproved	10/10/2001	10/12/2001	$214.12	$.00	00000000000000000	B H SERVICES INC	097815	24270761284200544580114
Unapproved	10/10/2001	10/12/2001	$284.58	$.00	00000000000000000	B H SERVICES INC	099754	24270761284286520801012
Unapproved	10/10/2001	10/12/2001	$364.03	$.00	00000000000000000	B H SERVICES INC	089772	24270761284286520801020
Unapproved	10/10/2001	10/12/2001	$435.97	$.00	00000000000000000	B H SERVICES INC	033889	24270761284286520801038
Unapproved	10/10/2001	10/12/2001	$447.29	$.00	00000000000000000	B H SERVICES INC	097182	24270761284286520801046
Unapproved	10/10/2001	10/12/2001	$465.71	$.00	00000000000000000	B H SERVICES INC	014089	24270761284286520801053
Unapproved	10/12/2001	10/15/2001	$169.00	$.00	00000000000000000	B H SERVICES INC	000446	24270761286200544580104
Unapproved	10/12/2001	10/15/2001	$365.43	$.00	00000000000000000	MAIL BOXES ETC #3912	032481	24323011286251284020105
Unapproved	10/17/2001	10/19/2001	$265.09	$.00	00000000000000000	B H SERVICES INC	035380	24270761291286544580056
Unapproved	10/18/2001	10/22/2001	$27.89	$.00	01710480	KNECHT HOME CENTER	007331	24323001292138017104806
Unapproved	10/17/2001	10/22/2001	$59.85	$.00		IMPRESSIONS RUBBER STAMP	055537	24417891294365912927390
Unapproved	10/22/2001	10/24/2001	$188.36	$.00	00000000000000000	B H SERVICES INC	015589	24270761296200520801027
Unapproved	10/22/2001	10/24/2001	$147.34	$8.34	622950029	NATL SEMINARS 8006825061	026129	24412951296001004990203

Report Run Date: 10/31/2001 Time: 13.55.08

End of Cardholders Procedures Sections

C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

APPROVING YOUR BILLING OFFICIAL ACCOUNT

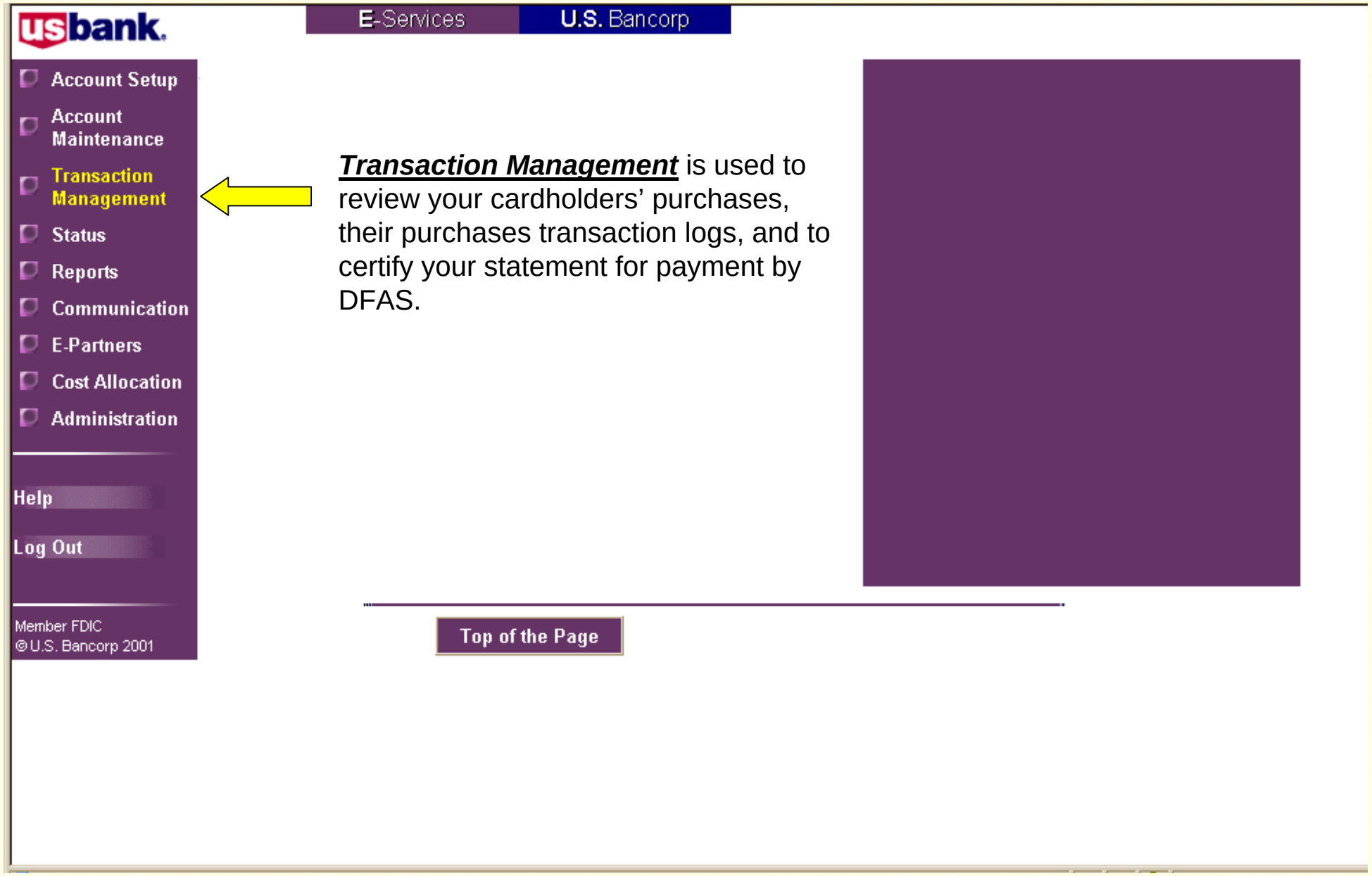
Once your cardholders have approved their accounts, you as the Billing Official must review the cardholder accounts and certify your account for payment by DFAS. The billing official account includes all of the cardholder accounts under you. This incorporates a “checks and balance” to the expenditure of Government funds.

By you certifying your account for payment, you are agreeing that the funds were spent properly and only for official requirements, and acknowledge and accept pecuniary liability.

To review your cardholder accounts and to certify your billing official account take the following actions.

C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



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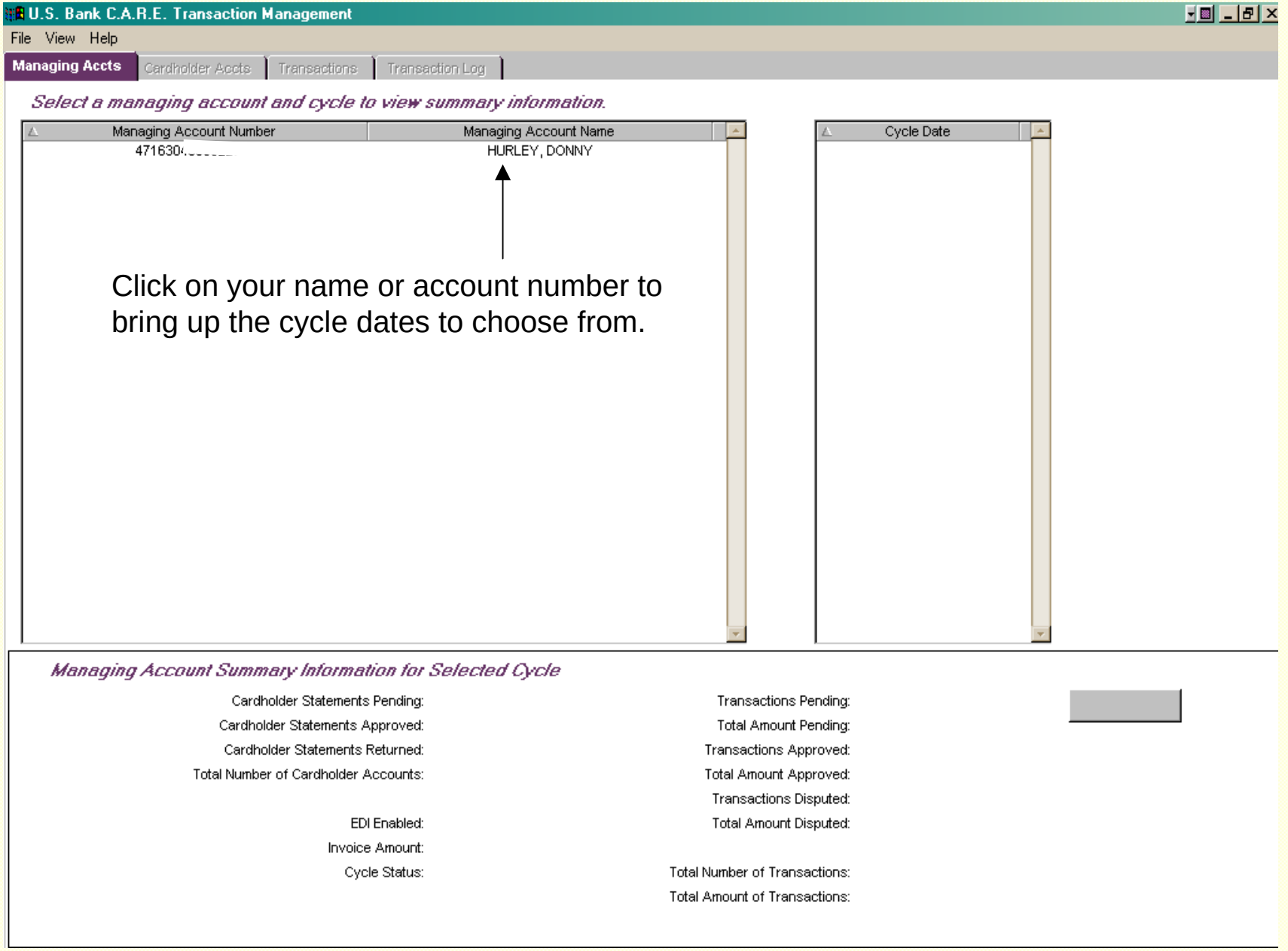
BILLING OFFICIALS INSTRUCTIONS



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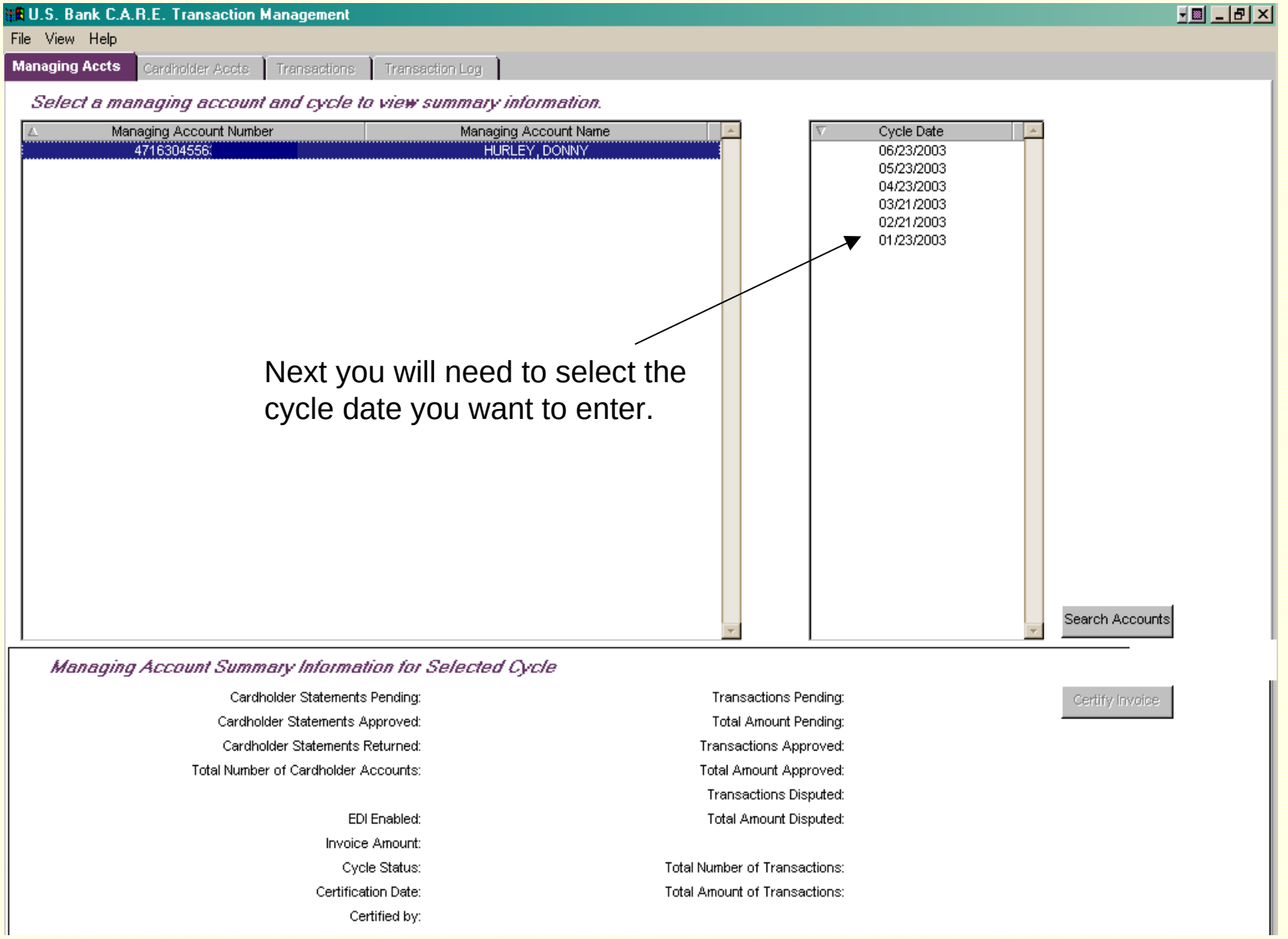
BILLING OFFICIALS INSTRUCTIONS



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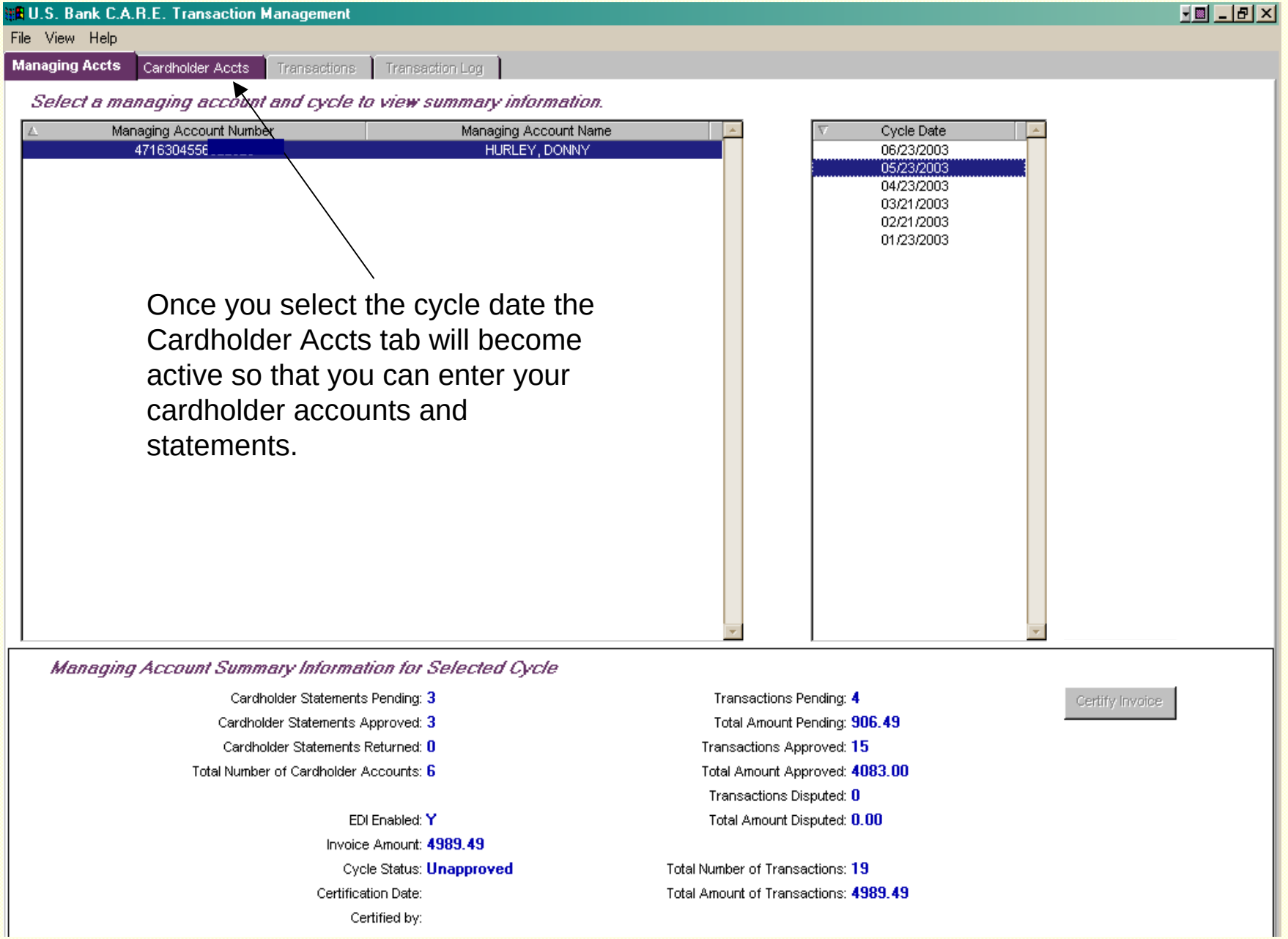
BILLING OFFICIALS INSTRUCTIONS



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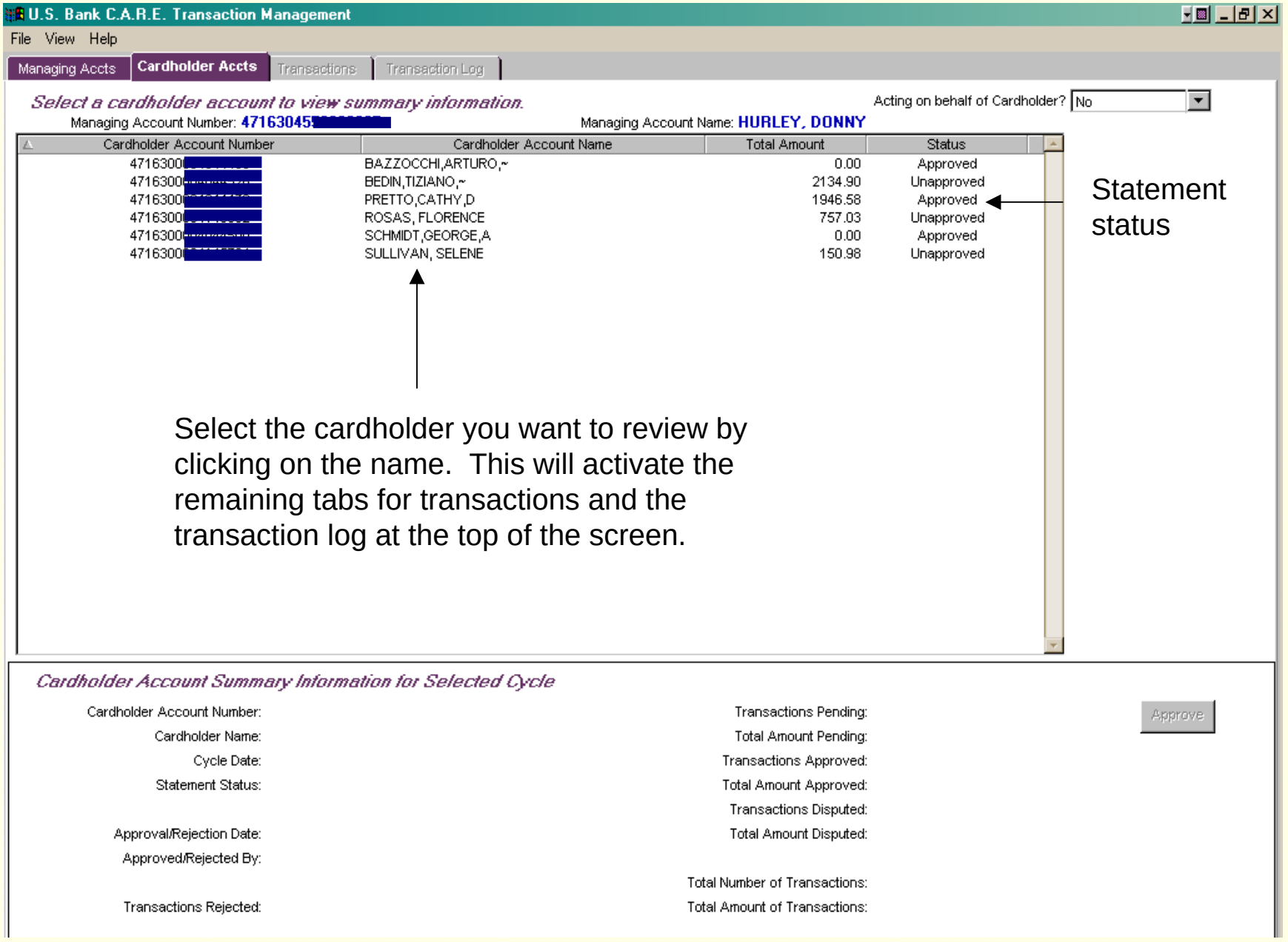

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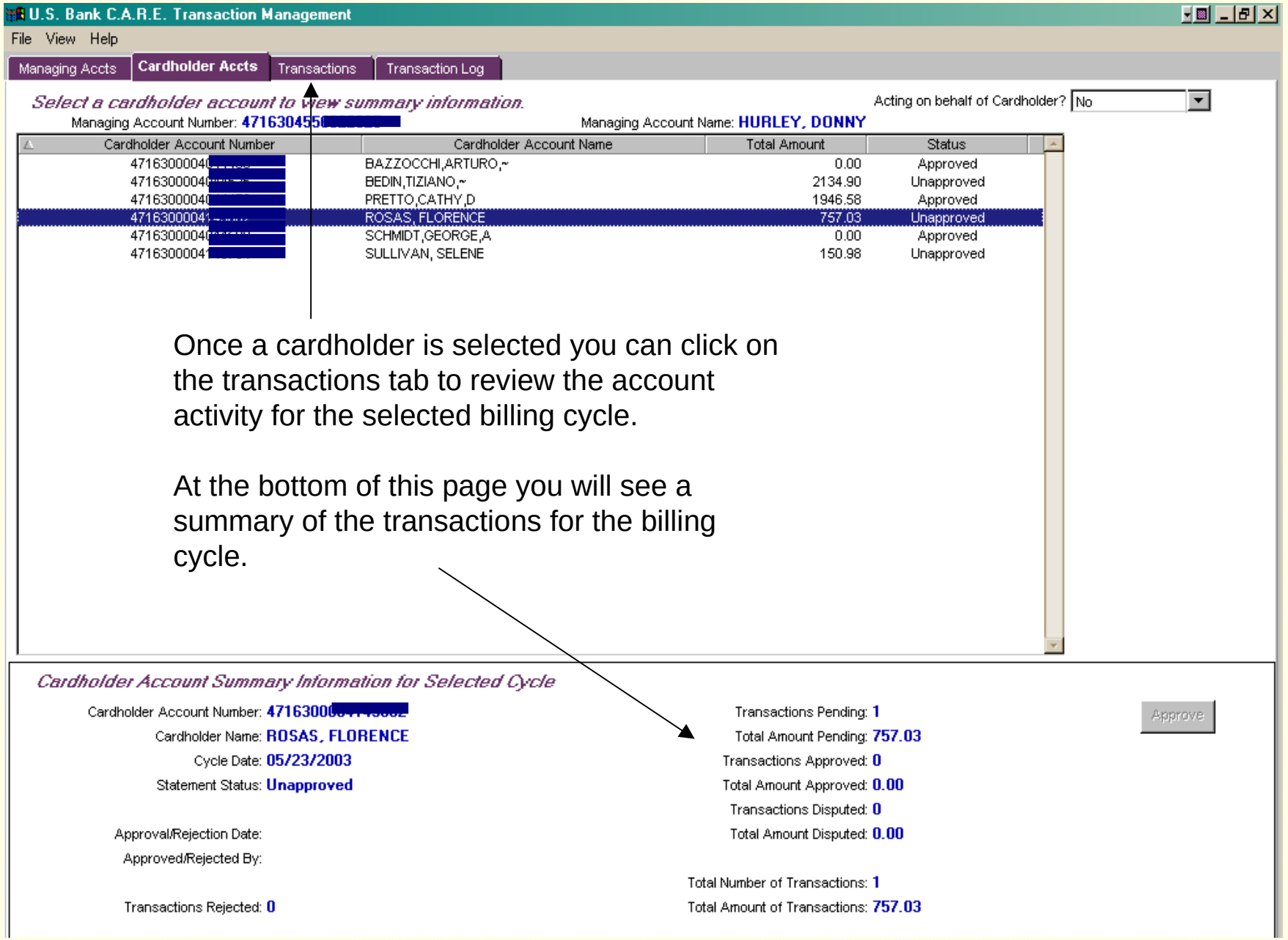


C.A.R.E. TRAINING

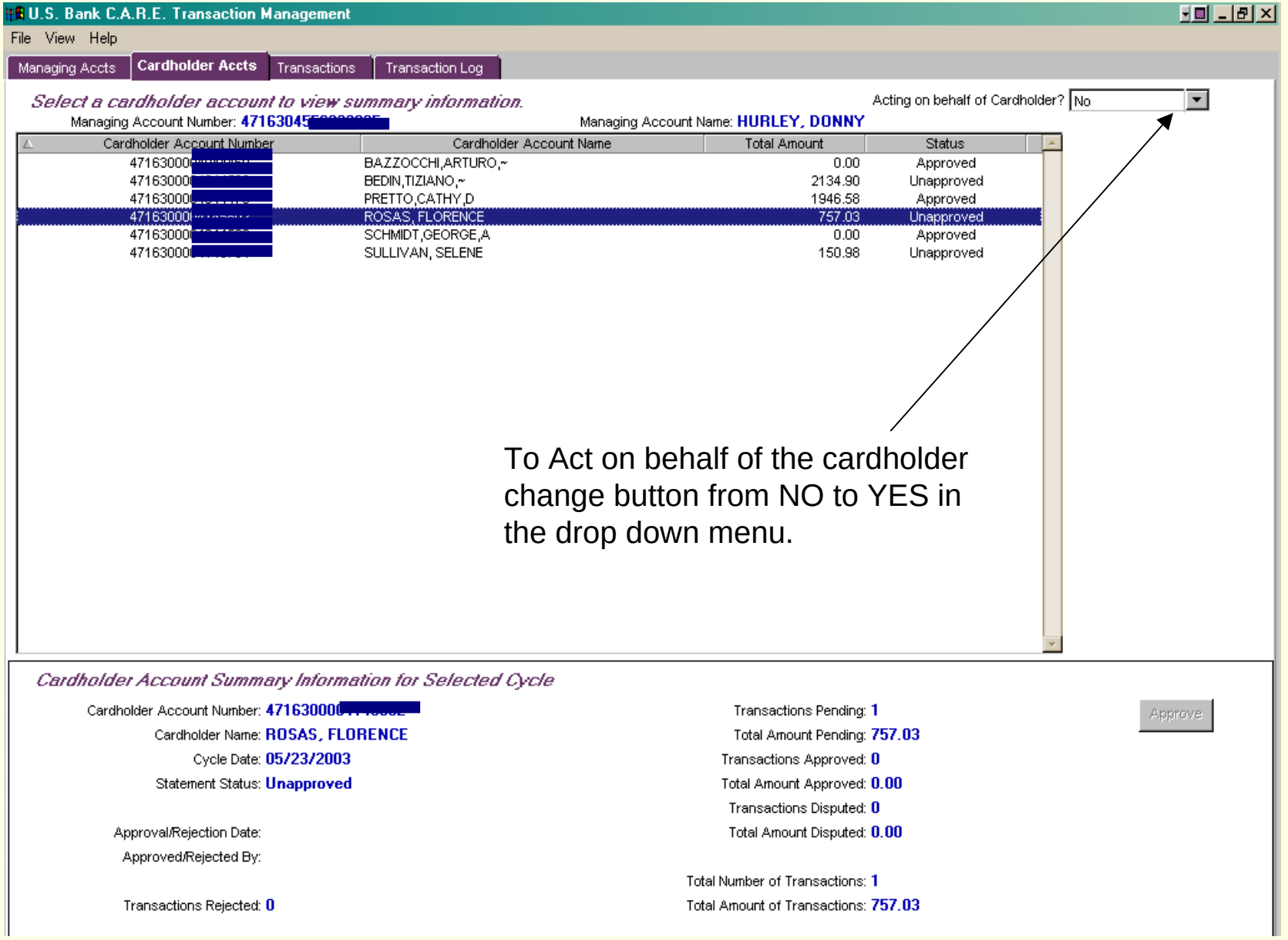
BILLING OFFICIALS INSTRUCTIONS

IF CARDHOLDER DOES NOT APPROVE THEIR STATEMENT WITHIN 15 CALENDAR DAYS AFTER THE CLOSE OF THE BILLING CYCLE THEY WILL BE LOCKED OUT OF C.A.R.E., AND THE APPROVING OFFICIAL MUST APPROVE THEIR STATEMENT BEFORE BEING ABLE TO CERTIFY THE BILLING OFFICIAL STATEMENT.

If your cardholder is unavailable (TDY, deployed, on leave, etc.) you can approve the cardholder statement for them by “Acting on behalf of cardholder”. If within the first 15 days, you change the “acting on behalf of cardholder” button from NO to YES, if it is after 15 days do not change from no to yes because the cardholder is locked out and the approving official has to approve the statements.

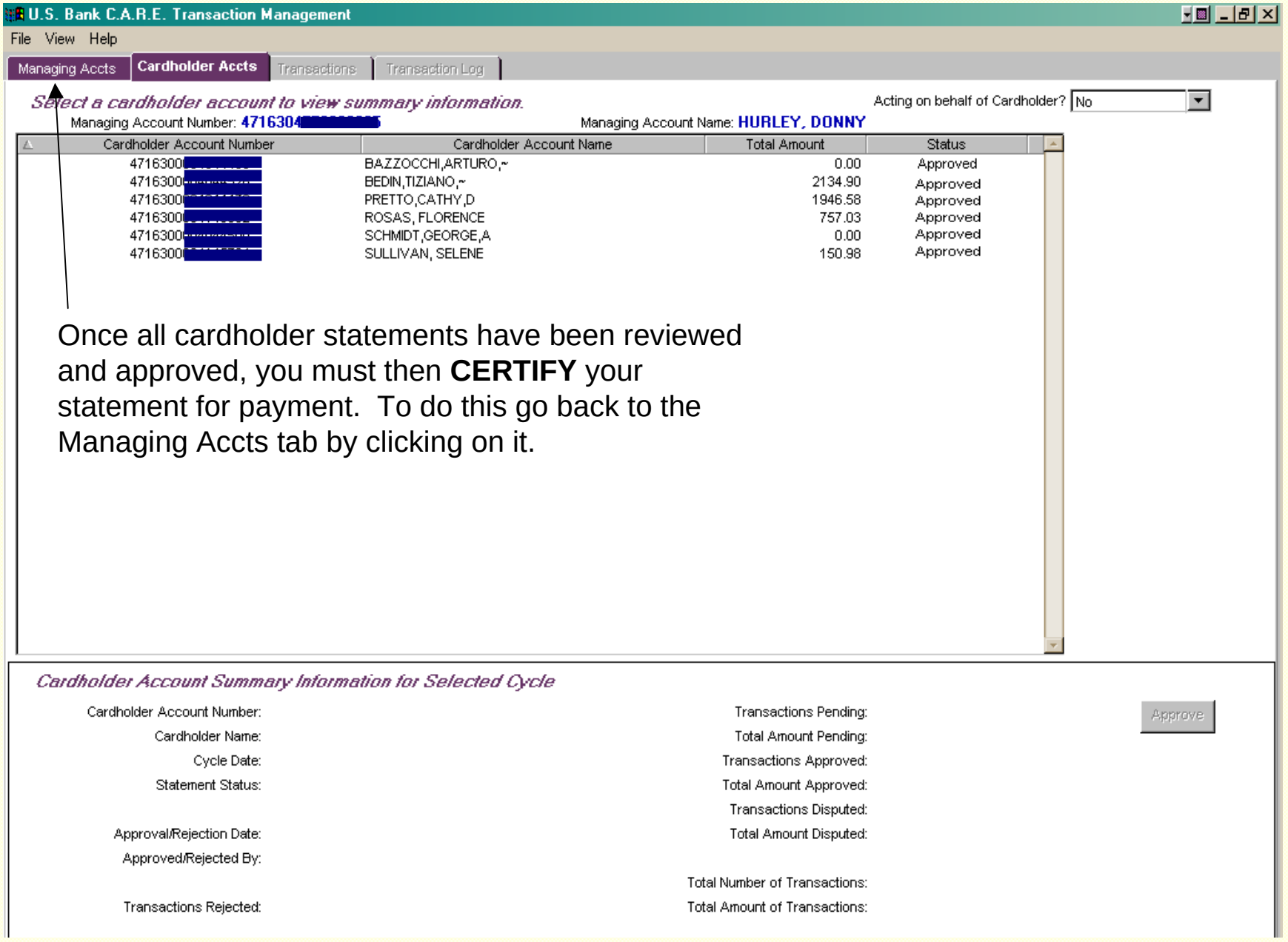
C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



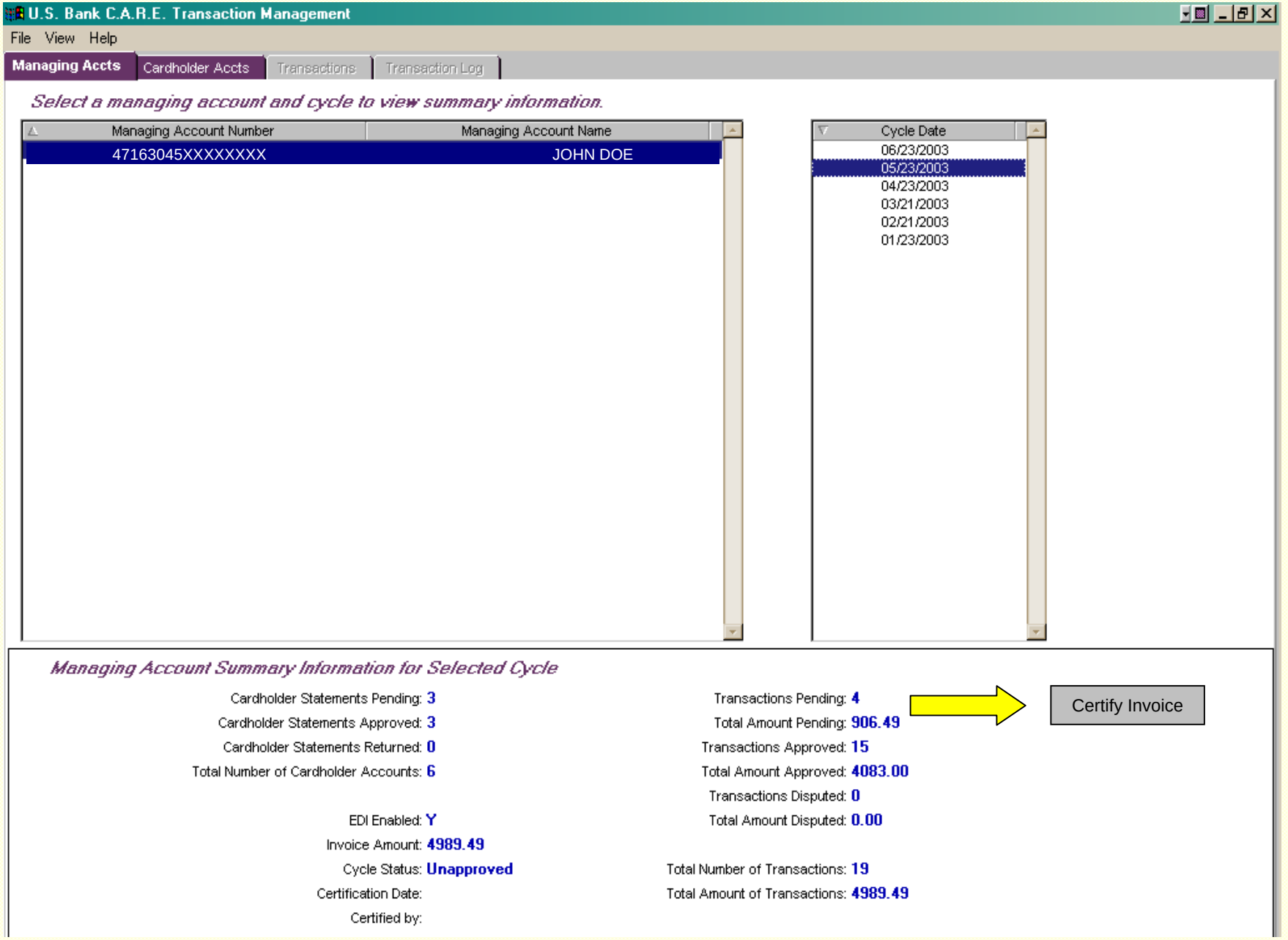
C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



C.A.R.E. TRAINING

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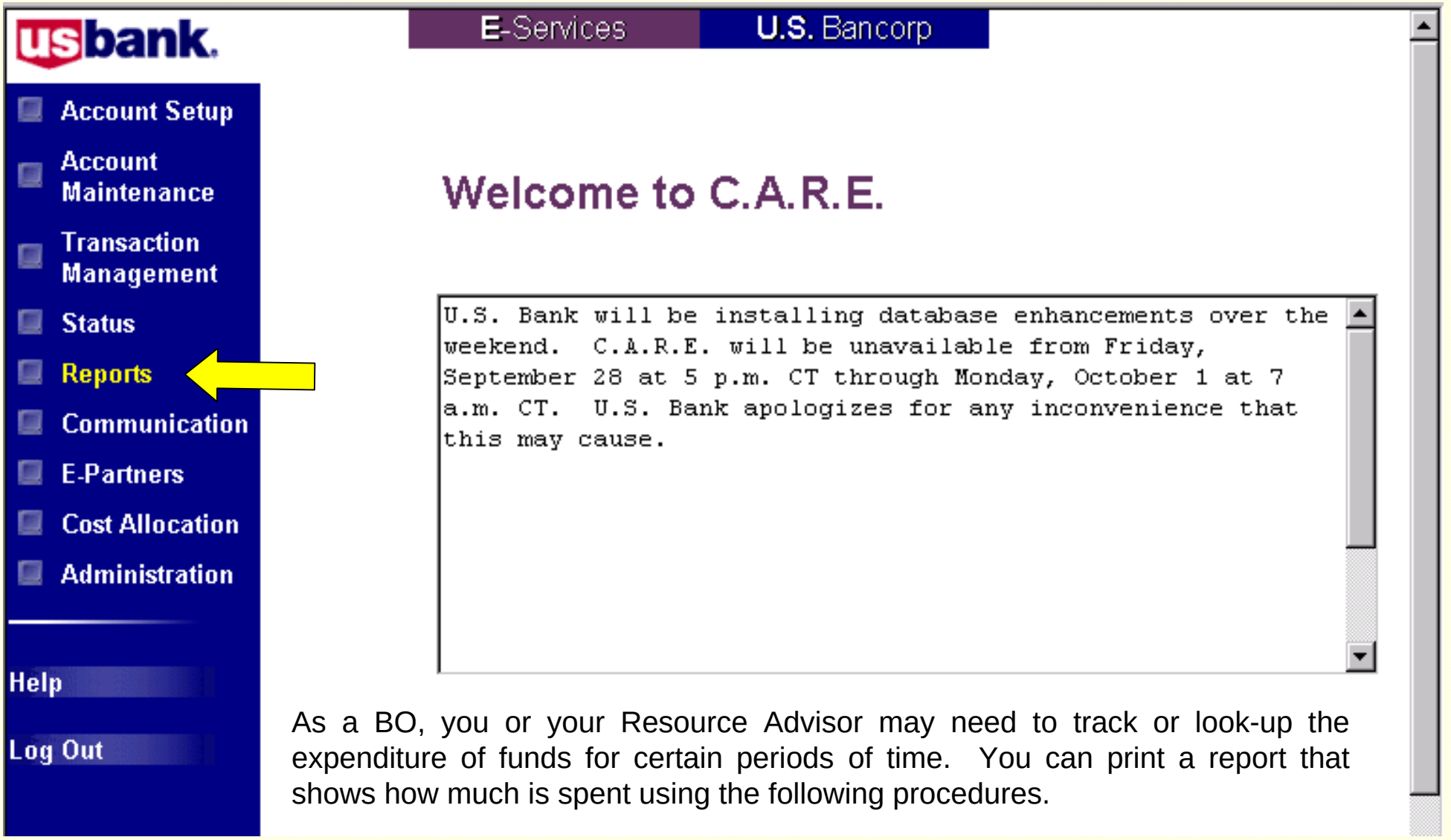

As a BO, you or your Resource Advisor may need to track or look-up the expenditure of funds for certain periods of time. You can print a report that shows how much is spent using the following procedures.

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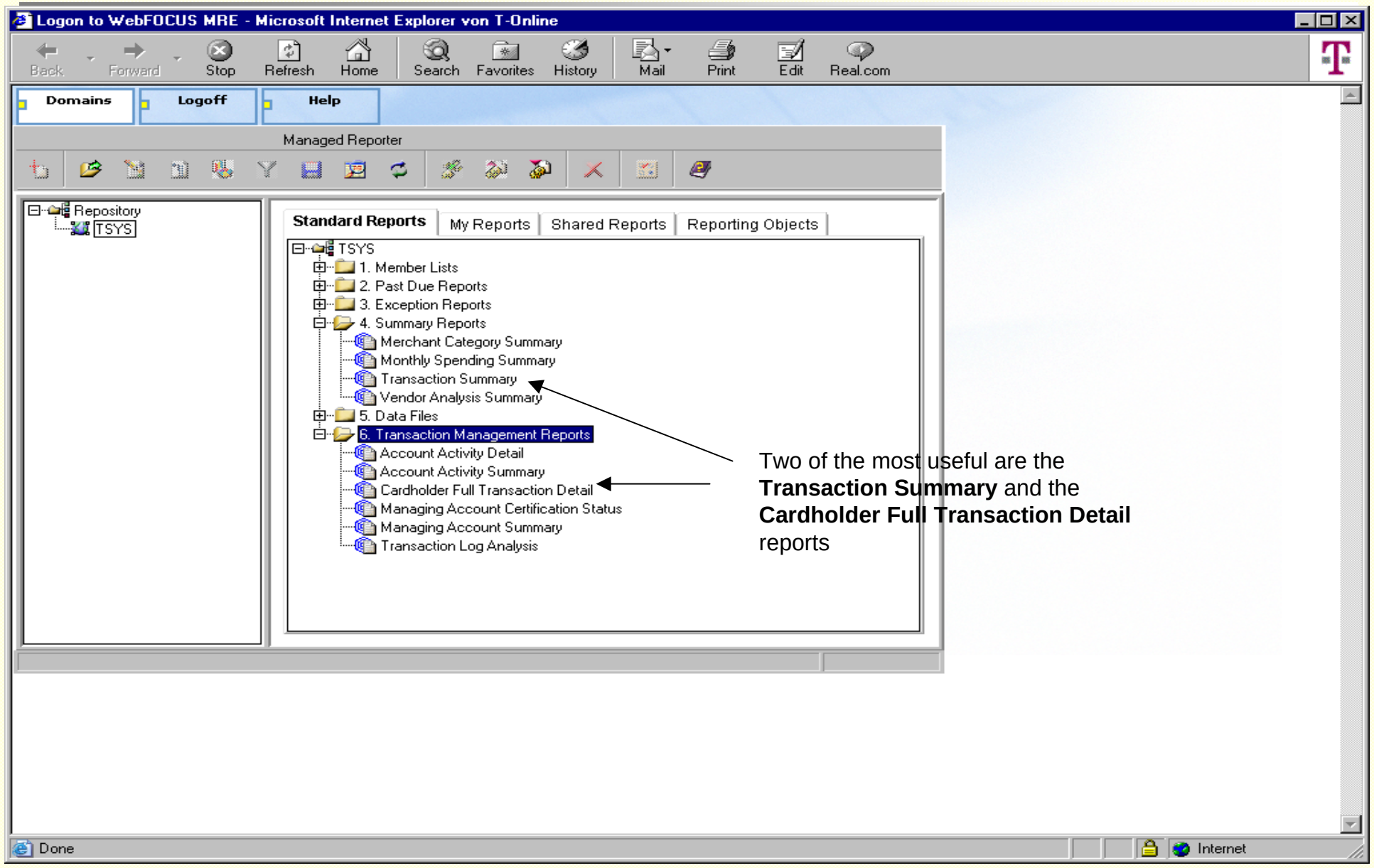

Two of the most useful are the **Transaction Summary** and the **Cardholder Full Transaction Detail** reports

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Click Here if you wish to use Default Dates (previous month)

Click here if you want to select your own range of dates

You have two different options for the report period. One is for the previous month – from the 1st through the last day of the month. The other is to create your own date range – up to 90 days. Best to create your own date range using the 24th of the month through the 23rd of the next month (cycle dates) to create a report that will reflect the transaction data for the billing cycle.

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Select the report output format.

You should print the reports in **Landscape** format for best results.

If you choose **Excel** the report will open up as an Excel spreadsheet.

If you select the **Browser** option the report will open up as a new web page.

If you select PDF it will save as a PDF file.

The recommended format is either Excel or PDF. Either format will allow you to save the reports to your computer.

Then click on the **submit** button to download the report.

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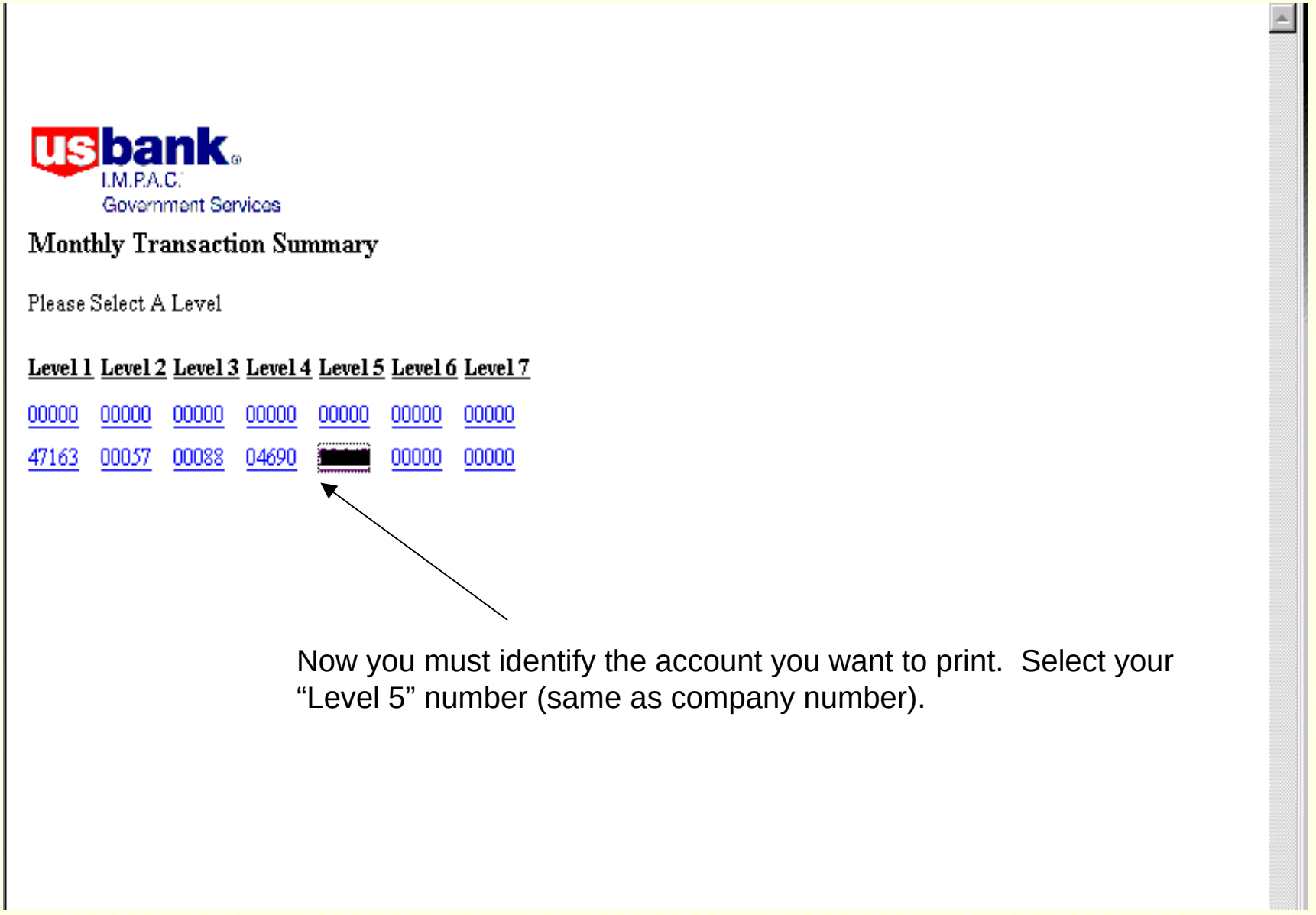

Now you must identify the account you want to print. Select your "Level 5" number (same as company number).

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REMEMBER:

•Cardholders have 3 working days after Billing Cycle (23rd) to complete Transaction Logs, reconcile and approve of purchases.

•Billing Officials have 2 days after that to Approve Billing Statements.

•Billing Officials can act in behalf of Cardholders and complete Transaction Logs, reconcile and approve of purchases.

•15 days after Billing Cycle, Cardholders are locked out of that cycle and Billing Official MUST complete the above.